

**FLIGHT SAFETY STANDARDS DEPARTMENT
TECHNICAL GUIDANCE MATERIALS**

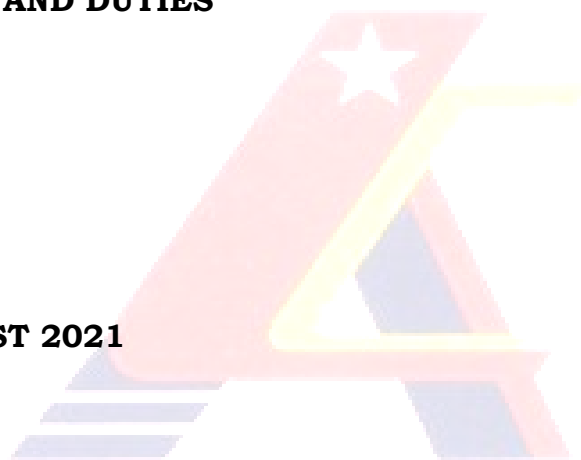


FLIGHT OPERATIONS INSPECTOR HANDBOOK (FOIH)

PART 1

**GENERAL ADMINISTRATION, INSPECTOR QUALIFICATIONS
TRAININGS AND DUTIES**

AUGUST 2021





 <p>Liberia Civil Aviation Authority</p>	<p align="center">LIBERIA CIVIL AVIATION AUTHORITY DIRECTORATE OF FLIGHT SAFETY STANDARDS</p> <p align="center">TECHNICAL GUIDANCE MATERIALS</p>	<p>EDITION No: 1.0</p>	
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<p>PREPARED BY</p>	<p align="center">DIRECTOR GENERAL(DG) APPROVAL</p>		
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PREFACE

The following responsibilities of the State of an international operator are explicit within Annex 6, Part 1, to the Convention on International Civil Aviation:

- Issue an Air Operator Certificate (AOC) or equivalent document which shall be dependent upon the operator demonstrating an adequate organization, method of control and supervision of flight operations, training program, and maintenance arrangements consistent with the nature and extent of the operation specified
- Ensure that the operator continues to maintain the requirements which resulted in the issuance of the AOC

Implicit in the first item above is that the State of an operator will establish the necessary organizational structure within its Civil Aviation Authority (Liberia CAA) or equivalent organization to adequately discharge its certification responsibilities. Before granting an AOC, the State must have the necessary legal framework, personnel, and methodology to ensure that the operator meets all of the minimum standards for operation of aircraft as set forth in Annex 6. When there are differences between national regulations and practices and the international standards contained in Annex 6, the State is required to notify ICAO in accordance with Article 38 of the Convention.

Implicit in the second item above is that the state of the operator will conduct a program of continuing surveillance of its international operators to ensure that they continue to adhere to the standards upon which the issuance of the AOC was based.

Certification and continuing surveillance go hand in hand. The same government infrastructure which ensures a valid certification process leading to the issuance of an AOC will provide for an adequate surveillance program and for competent day to day operator administration and oversight.

This handbook is intended to provide detailed instructions for the Liberia Civil Aviation Authority Flight Operations Inspectors to carry out their flight operations Inspector's duties, responsibilities and the issuing of certification and inspection responsibilities. It is divided into four parts: part 1 contains inspector qualifications training and duties. Part 2 contains the procedures to be followed by the LCAA's Flight Operations Inspectors and operators for the initial issuance of an AOC. Part 3 contains selected practices related to operator and airmen certification and administration; and part 4 contains requirements for continuing inspection (surveillance) of certificated operators. Many of the types of inspections which are part of a surveillance program of certificated operators are practically identical to those required for initial issuance of and AOC. Thus, when appropriate, part 2 makes reference to procedures to be followed which are contained in part 4.

This Operations Inspector Handbook is one in a set of documents forming the technical guidance materials of the Directorate of Flight Safety Standards provided for the conduct of aviation safety oversight by Operations Inspector in the performance of their duties.

It is emphasized that all matters pertaining to an Operations Inspector's duties and responsibilities cannot be covered in this Handbook. They are expected to use good judgment in matters where specific guidance has not been given.

This Handbook will be treated as a dynamic document. Changes in aviation technology, legislation and within the industry will necessitate changes to requirements.

Comments and recommendations for Amendment action to this publication should be forwarded to Operations Inspection Division which will evaluate the comments and recommendations as per "Procedure for Amendment of Airworthiness Inspector Handbook" detailed in this Handbook.

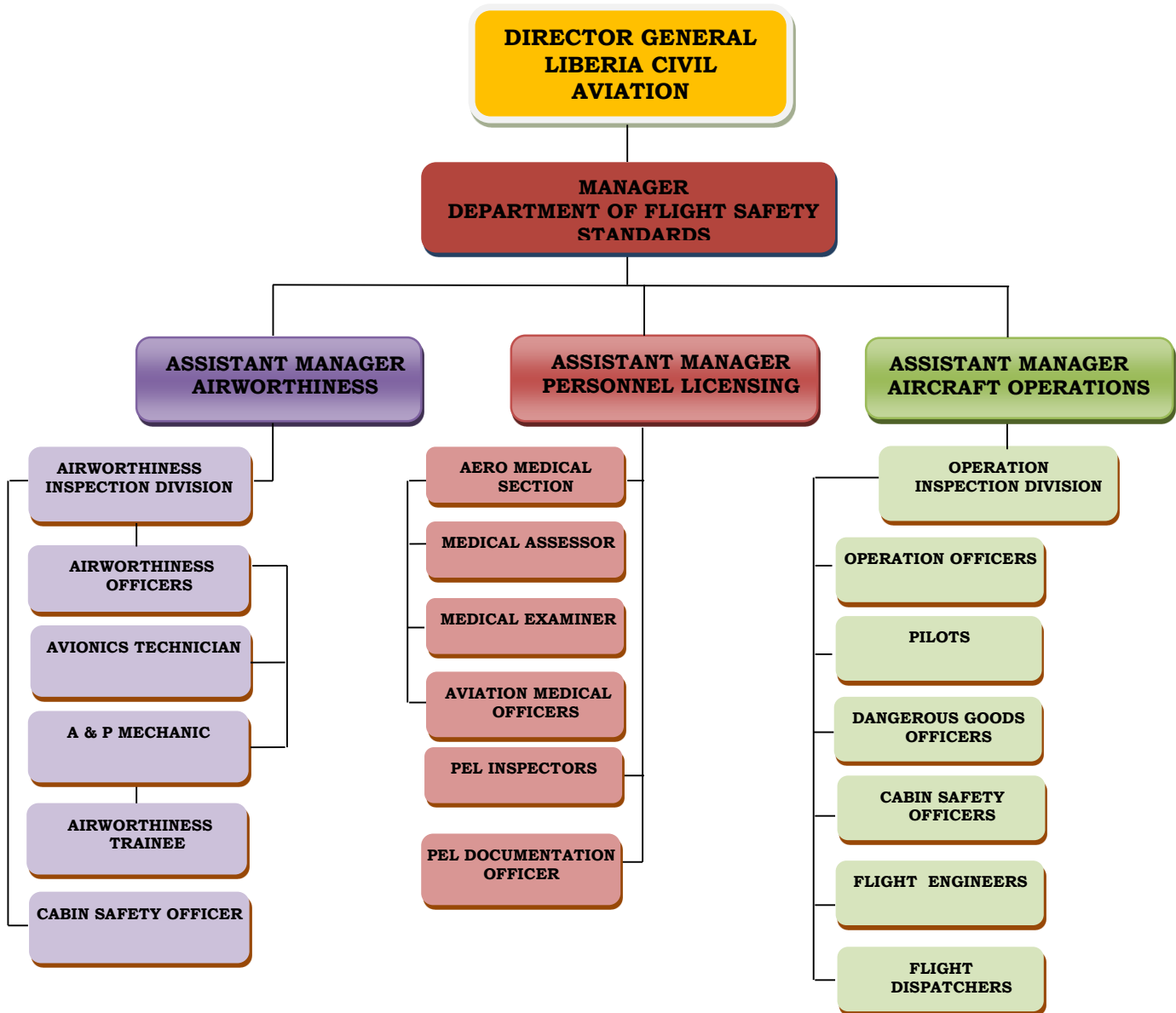
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FSSD ORGANOGRAM



PART 1: GENERAL HANDBOOK ADMINISTRATION

CHAPTER-1: TECHNICAL GUIDANCE MATERIALS

1.1 INTRODUCTION

- (a) The materials developed include Advisory Circulars, manuals/handbooks, bulletins, directives, instruction and policies, orders, forms and templates, etc for civil aviation operations, airworthiness and personnel licensing specialties.
- (b) Advisory Circulars (ACs) contain information and guidance material to guide the user in the implementation and continued compliance with the Regulations.
- (c) The manuals/handbooks provide mandatory directions, information and procedures to the Authority's inspectors and officers in the certification, surveillance, audit and regulation enforcement duties.

1.2 FORMATTING OF TECHNICAL GUIDANCE MATERIALS

- (a) Except for the title, the guidance materials use Bookman old style font type size 10. The titles with heading 1 and heading 2 formats use bolded bookman old style all caps of size 14 and 10 respectively. Titles with heading 3 use bolded bookman old style of size 11.
- (b) Each guidance material is a standalone document.
- (c) Manuals/Handbooks are numbered sequentially by chapters, with each chapter containing subchapters. page numbers will be located on the bottom right side of each page. The date that the page was published is on the bottom left side of each page.
- (d) In as far as possible an Advisory Circular will be developed in a common standard format that reflects the following 9 parts:
 - (1) The Logo which will reflect the Authority placed on the left hand side of the cover page.
 - (2) The reference number of LCAA Advisory Circular will be in the following format Prefixed by LCAA- AC' or '_O' as applicable and followed by three digits to identify the particular AC or Chapter:
 - -GEN000 for General topics (all disciplines)
 - -PEL000 for Personnel Licensing.
 - -OPS000 for Operations
 - -AWS000 for Airworthiness.
 - (3) Date signifies the date of approval by the LCAA.
 - (4) Purpose covers the intent and the objectives of the Advisory Circular.
 - (5) Reference is given to the relevant regulations and requirements and applicable forms to be used.
 - (6) Guidance and procedures provide the necessary requirements and information to help the user comply effectively with the regulations.
 - (7) Document is signed by the Director General

- (8) Each AC or Chapter page will have a footer indicating the reference on the left, date in the middle and page number on the right hand side.
- (9) Appendices could be any other information considered necessary to assist completing the task satisfactorily.

1.3 FORMS AND CHECKLISTS

- (a) The Forms or Checklists (CL) developed shall be identified by the number corresponding to the Advisory Circular (AC) or Chapter (O) to which it relates from 1 (one) in ascending Chapter.
- (b) The forms are prefixed with the word "F", where the Checklists are prefixed by "CL", followed by letters AC for Advisory Circular or Chapter it related to and the specialty code to which it belongs. That is AWS for Airworthiness, OPS for Operations, PEL for Personnel Licensing and GEN for General.
- (c) Both Forms and Checklists are suffixed with the letter A to Z in case there are more than one form or checklist relating to the same Advisory Circular or Chapter.

Example of form numbering is as follows:

- Form: AC-AWS 1 for Airworthiness
- CL: O-AWS 1 for Airworthiness
- Form: O-OPS 1 for Operations
- CL: O-OPS 1 for Operations
- Form: AC-PEL 1 for Personnel Licensing

1.4 AVAILABILITY OF TECHNICAL GUIDANCE MATERIALS

- (a) The latest version of Manual/Handbook will be available to technical inspectors in hard and soft copies.
- (b) A printed copy will also be maintained in the Technical Library.
- (c) Advisory Circulars, manuals/handbooks, bulletins, directives, instruction and policies, orders, forms and templates will be posted on the LCAA website.

1.5 COMPLIANCE WITH TECHNICAL GUIDANCE MATERIALS

- (a) Each assigned user must comply with policies and procedures provided in a given technical guidance material.
- (b) Should the user identify any policy or procedure that might not be consistent with LCAA-FSSD requirements, that information should immediately be communicated to the assigned supervisor.

1.6 MAINTENANCE AND OWNERSHIP OF TECHNICAL GUIDANCE MATERIALS

- (a) Inspector Manual/Handbook must be maintained in current status by the assigned user in accordance with the policies and procedures specified in this Part.

- (b) Flight Safety Standards Technical guidance material is considered the property of LCAA-FSSD and must be relinquished to the Manager-FSSD in the event of the user's retirement, termination, transfer or contract termination.
- (c) The content of Flight Safety Standards Technical guidance material is managed and updated by the FSSD Manager and is the express property of the government.

1.7 INSERTING REVISIONS TO MANUAL/HANDBOOK

- (a) These Revision packages will include the appropriate revisions to the LEP and the insertion of the revision will be recorded by the user in the Record of Revisions.
- (b) Revisions will be forwarded to all persons and organizations on the distribution list maintained by the FSSD for a given manual/handbook.
- (c) To indicate review and insertion of a revision, the user must record the revision's effective date and their initials after the appropriate revision number on the Record of Revisions page located in the front of the manual/handbook.
- (d) The FSSD Manager is responsible for the content of the text of the manual/ handbook and has the authority to revise the content as necessary to ensure proper guidance to the inspectorate for their duties.
- (e) The FSSD Manager may delegate the authority to develop the content of a revision to another FSSD employee, but does not delegate the approval authority.

1.8 INSERTION OF LIST OF EFFECTIVE PAGES [LEP]

- (a) The LEP is a listing of all pages in the manual/handbook including those which have been revised since the original manual/handbook was issued.
 - (1) An LEP will be issued for the original and all revisions to this Handbook.
 - (2) The LEP is the controlling reference for the page currency of the Handbook.
 - (3) Use the LEP to verify that all pages of the Handbook are current.
 - (4) Only the most current LEP page(s) should be retained in the Handbook.
 - (5) The replaced LEP page(s) will be discarded before inserting the revised LEP page(s).

1.9 PROCEDURE FOR AMENDMENT OF FOIH

- (a) This Flight Operation Inspector Handbook will be reviewed annually in the month of December by the Flight Operation Division to ensure that its content remain accurate as per the requirements.
- (b) Any Person/Inspector who recognizes a need for change may initiate amendments. The approval procedure for proposed changes which will be identified during review will be dealt in accordance with following Procedure:
 - (1) Identify a change that would improve the efficiency and effectiveness of the procedure.
 - (2) Schedule an internal meeting within Flight Operations division. The meeting will be chaired by Chief of Flight Operations and will include all the inspectors.
 - (3) Review the proposed change with applicable Rules, Regulations and Annex for compliance.

- (4) After verifying the compliance, draft the proposed change including comments and suggestions from all the inspectors. The discussions in the meeting will be minuted.
- (5) Forward proposed amendment to Manager of Flight Safety Standards Department for review and Comment.
- (6) If found Satisfactory, Manager FSSD will forward Proposed draft to the Director General for review and Comment. If not, return to Flight Operations Division with Comment for necessary action.
- (7) If found Satisfactory, DG takes final decision and endorses the proposed draft. If not, returns the Proposed draft to Manager FSSD and Flight Operations Division with Comment for necessary action.
- (8) The approved document will be distributed to all the inspectors through librarian along with internal circular for implementing new procedure.
- (9) A receipt of the approved document is ensured by signing the document by all the inspectors, record of which is kept with librarian.
- (10) It is the responsibility of the Individual Inspectors to update their Operation Inspector Handbook with the new document received through librarian.

1.10 ABBREVIATIONS / ACRONYMS

MSL	Mean sea level
NAV	Navigation
NI	High pressure turbine speed
NM	Nautical mile
OCA	Obstacle clearance altitude
OCA/H	Obstacle clearance altitude/ height
OCH	Obstacle clearance height
RVR	Runway visual range
SST	Supersonic transport
STOL	Short takeoff and landing
TAS	True airspeed
TODA	Take-off distance available
TORA	Take-off run available
UTC	Universal co-ordinate time
VFR	Visual flight rules
VHF	Very high frequency
V _D	Design diving speed
VMC	Visual meteorological conditions
V _{MC}	Minimum control speed with the critical engine inoperative
V _{S0}	Stalling speed or minimum steady flight speed in the landing configuration
V _{S1}	Stalling speed or minimum steady flight speed in a specified configuration
VTOL	Vertical takeoff and landing
WXR	Weather radar
ASL	Air Service License
AOC	Air Operator's Certificate
ASI	Aviation Safety Inspector
CAA	Civil Aviation Authority
CAR	Civil Aviation Regulations
LCAA	Liberia Civil Aviation Authority
ICAO	International Civil Aviation Organization
LEP	List of Effective Pages
MEL	Minimum Equipment List (MEL)

1.11 DEFINITIONS

When the following terms are used in this Handbook, they have the meanings shown.

These definitions are appropriate to the use of the terms in this document only. Additional definitions can be found in Annexes 6 and 8.

- **Accredited medical conclusion.** The conclusion reached by one or more medical experts acceptable to the Licensing Authority for the purposes of the case concerned, in consultation with flight operations or other experts as necessary.
- **Aircraft avionics.** A term designating any electronic device—including its electrical part—for use in an aircraft, including radio, automatic flight control and instrument systems.

- **Aircraft — category.** Classification of aircraft according to specified basic characteristics, e.g. aeroplane, helicopter, glider, free balloon.
- **Aircraft certificated for single-pilot operation.** A type of aircraft which the State of Registry has determined, during the certification process, can be operated safely with a minimum crew of one pilot.
- **Aircraft — type of.** All aircraft of the same basic design including all modifications thereto accept those modifications which result in a change in handling or flight characteristics.
- **Approved maintenance organization.** An organization approved by a Contracting State, in accordance with the requirements of Annex 6, Part I, Chapter 8 — Aeroplane Maintenance, to perform maintenance of aircraft or parts thereof and operating under supervision approved by Liberia.
- **Approved training.** Training carried out under special curricula and supervision approved by a Contracting State.
- **Balloon.** A non-power-driven lighter-than-air aircraft.

Note.— For the purposes of this Annex, this definition applies to free balloons.

- **Certify as airworthy (to).** To certify that an aircraft or parts thereof comply with current airworthiness requirements after maintenance has been performed on the aircraft or parts thereof.
- **Co-pilot.** A licensed pilot serving in any piloting capacity other than as pilot-in-command but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction.
- **Dual instruction time.** Flight time during which a person is receiving flight instruction from a properly authorized pilot on board the aircraft.
- **Flight crew member.** A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.
- **Flight plan.** Specified information provided to air traffic services units, relative to an intended flight or portion of a flight of an aircraft.
- **Flight procedures trainer.** See Synthetic flight trainer.
- **Flight simulator.** See Synthetic flight trainer.
- **Flight time — aeroplanes.** The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Note. — Flight time as here defined is synonymous with the term “block to block” time or “chock to chock” time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.

- **Flight time — helicopters.** The total time from the moment a helicopter’s rotor blades start turning until the moment the helicopter finally comes to rest at the end of the flight, and the rotor blades are stopped.
- **Glider.** A non-power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

- **Glider flight time.** The total time occupied in flight, whether being towed or not, from the moment the glider first moves for the purpose of taking off until the moment it comes to rest at the end of the flight.
- **Human performance.** Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.
- **Instrument flight time.** Time during which a pilot is piloting an aircraft solely by reference to instruments and without external reference points.
- **Instrument ground time.** Time during which a pilot is practicing, on the ground, simulated instrument flight in a synthetic flight trainer approved by the Licensing Authority.
- **Instrument time.** Instrument flight time or instrument ground time.
- **Licensing Authority.** The Authority designated by a Contracting State as responsible for the licensing of personnel.

Note. — In the provisions of this Annex, the Licensing Authority is deemed to have been given the following responsibilities by the Contracting State:

- (i) assessment of an applicant's qualifications to hold a license or rating;
 - (ii) issue and endorsement of licenses and ratings;
 - (iii) designation and authorization of approved persons;
 - (iv) approval of training courses;
 - (v) approval of the use of synthetic flight trainers and authorization for their use in gaining the experience or in demonstrating the skill required for the issue of a license or rating; and
 - (vi) Validation of licenses issued by other Contracting States.
- **Medical Assessment.** The evidence issued by a Contracting State that the license holder meets specific requirements of medical fitness. It is issued following an evaluation by the Licensing Authority of the report submitted by the designated medical examiner who conducted the examination of the applicant for the license.
 - **Night.** The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the appropriate authority.

Note.— Civil twilight ends in the evening when the centre of the sun's disc is 6 degrees below the horizon and begins in the morning when the centre of the sun's disc is 6 degrees below the horizon.

- **Pilot (to).** To manipulate the flight controls of an aircraft during flight time.
- **Pilot-in-command.** The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.
- **Problematic use of substances.** The use of one or more psychoactive substances by aviation personnel in a way that:

- (i) constitutes a direct hazard to the user or endangers the lives, health or welfare of others; and/or
 - (ii) Causes or worsens an occupational, social, mental or physical problem or disorder.
- **Rated air traffic controller.** An air traffic controller holding a license and valid ratings appropriate to the privileges to be exercised.
- **Rating.** An authorization entered on or associated with a license and forming part thereof, stating special conditions, privileges or limitations pertaining to such license.
- **Rendering (a license) valid.** The action taken by a Contracting State, as an alternative to issuing its own license, in accepting a license issued by any other Contracting State as the equivalent of its own license.
- **Sign a maintenance release (to).** To certify that maintenance work has been completed satisfactorily in accordance with the applicable Standards of airworthiness, by issuing the maintenance release referred to in Annex 6.
- **Solo flight time.** Flight time during which a student pilot is the sole occupant of an aircraft.
- **Synthetic flight trainer.** Any one of the following three types of apparatus in which flight conditions are simulated on the ground:
 - **A flight simulator,** which provides an accurate representation of the flight deck of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc. aircraft systems control functions, the normal environment of flight crew members, and the performance and flight characteristics of that type of aircraft are realistically simulated;
 - **A flight procedures trainer,** which provides a realistic flight deck environment, and which simulates instrument responses, simple control functions of mechanical, electrical, electronic, etc. aircraft systems, and the performance and flight characteristics of aircraft of a particular class;
 - **A basic instrument flight trainer,** which is equipped with appropriate instruments, and which simulates the flight deck environment of an aircraft in flight in instrument flight conditions.

CHAPTER-2: FLIGHT OPERATIONS SECTION, PERSONNEL JOB DESCRIPTION AND DUTIES

2.1 INTRODUCTION

The Flight Operations division of the Flight Safety Standards Department has been formed to perform the LCAA task of maintaining regular surveillance of the operational aspects of all Air Transport Operators in order to ensure safe and efficient commercial air transport services in the country. This surveillance covers not only Airlines operating scheduled services but also non-scheduled operators and General Aviation; and includes both fixed wing aircraft and helicopters. The Division will be responsible to carry out Surveillance Inspection of the system and Certification Checks of aircrew as a part of its regular inspection program. The personnel of this Division are responsible for carrying out all of the Safety Oversight Responsibilities assigned by the Convention on International Civil Aviation and its Annexes except for those elements that pertain to determining whether or not there is a need for a service and for determining the financial viability of an operator or a potential operator.

In order to accomplish these tasks, qualified Flight Operations Inspectors will be appointed to the CAA against established posts, who will conduct Surveillance/Inspection/Checks as per the policies laid down by the DGLCAA.

2.2 STATUTORY AUTHORITY

- (a)** The Flight Operations division is organized as a component part of the Liberia Civil Aviation Authority. It is authorized by the Government of Liberia and is entrusted by the Director General of the Liberia Civil Aviation Authority to carry out all required functions such as:
- (b)** The activities of the Flight Operations Inspectors will be governed by the following:
 - (1) Liberia Civil Aviation Regulation
 - (2) Flight Operations Inspector Handbook (FOIH)
 - (3) Flight Operations Inspector Circulars (if applicable and being issued).
 - (4) Other relevant directives and instructions that may be issued from time to time by the Director General Liberia Civil Aviation Authority.

CHAPTER 3: INSPECTOR RESPONSIBILITIES, ADMINISTRATION AND CONDUCT

3.1 GENERAL RESPONSIBILITIES

This chapter addresses many, but not all, of the responsibilities and standards of conduct, of flight operations inspectors (FOI) assigned to air transportation job functions. This section describes the general responsibilities of the Flight Operations Inspector (FOI). FOIs of the Liberia Civil Aviation Authority (LCAA) play a key role in ensuring that the Liberia aviation system continues to be the safe. This responsibility for safety in air travel covers almost every facet of aviation, including the certification of aircraft and airmen; the operation and maintenance of aircraft; aircraft manufacturing; and the approval of new aircraft design. Within the Flight Safety Standards Department of LCAA, FOIs are divided by specialty; and subdivided by specific position description.

3.2 SPECIFIC DUTIES

Air Carrier Flight Operations Inspectors (Pilots) are experienced pilots who specialize in the operation of aircraft and who ensure compliance with the Liberia Civil Aviation Regulations. Air Carrier Flight Operations Inspectors (Flight Engineer) are experienced flight engineers who specialize in the operation of aircraft engineer systems and who ensure compliance with the Civil Aviation Regulations (CAR's). These inspectors have responsibility for scheduled air carriers, and commercial operators. Air Carrier FOIs may administer tests (written, oral, and practical) for a variety of certificates and ratings, perform cockpit and cabin en route inspections, and conduct surveillance on various other aspects of an air carrier's operation. These other aspects typically would include evaluating the operations of air carriers and similar commercial aviation operations for adequacy of facilities, equipment, procedures, and overall management to ensure safe operation of aircraft. Other important functions of air carrier FOIs include the examination of airmen (pilots, dispatchers, flight engineers) for initial and continuing qualification, as well as the evaluation of airman training programs, equipment, and facilities. When, in the course of an inspection, inspectors find an aircraft or airman not in compliance with the LCARs, they may recommend an enforcement action. Such enforcement can range from administrative action to civil penalty and possible suspension or revocation of their license.

3.3 ADDITIONAL FUNCTIONS OF OPERATIONS INSPECTORS

- (a) An additional role is the investigation of aircraft accidents in cooperation with an established Accident Investigation Board or Authority at the Level of the Ministry of Transport. Air carrier FOIs may also speak to student groups about career opportunities in the field of aviation, and may conduct seminars and briefings on pertinent aviation topics for pilots, dispatchers, and airline officials. Inspectors may also, from time to time, be called upon to testify in administrative hearings and trials.

- (b) **Investigations**

Three areas that FOIs are responsible for investigating are accidents, incidents, and enforcements.

- (1) **Accidents:** FOIs may be required to conduct on-site accident investigations when serious injuries or fatalities have occurred. The inspector may work closely with an established Accident Investigation Board or Authority at the Level of the Ministry of Transport., or be solely responsible for the investigation.
- (2) **Incidents:** FOIs are responsible for the investigation of incidents, as appropriate. Some of the incidents that require investigation are as follows:

- (i) Foreign air carrier incidents
 - (ii) Reports of emergency evacuation
 - (iii) Incidents involving hazardous materials
 - (iv) Noise complaints
 - (v) Damage caused by a civil aircraft
- (3) **Enforcement:** FOIs are required to investigate, analyze, and report enforcement findings. In situations that involve alleged noncompliance with the CARs, FOIs are required to make recommendations concerning enforcement action.

(c) **Surveillance**

- (1) **Airman Surveillance:** FOIs are responsible for the surveillance of airman who have been certified under the LCARs. Some of the airmen that an FOI may surveil are as follows:
- (i) Flight instructors
 - (ii) Designated Check Pilots (DCP)
 - (iii) Designated Flight Engineers (DCFE)
 - (iv) Dispatcher Examiners
- (2) **Air Carrier Operator Surveillance:** A number of the surveillance activities that FOIs shall perform are as follows:
- (i) FOIs shall conduct the following:
 - Ramp inspections
 - Cabin en route inspections
 - Cockpit en route inspections
 - Pilot proficiency and competency checks for operators
 - FE proficiency checks for operators
 - (ii) FOIs shall inspect the following:
 - Operators' trip records
 - Operators' training programs (including Cabin Crew if no Cabin Specialist is available)
 - Operators' crew and dispatch records
 - Operators' flight-following and flight-dispatch procedures
 - Operators' flight-following or flight-locating procedures
 - Operators' designated check pilots/flight engineers.
 - Operators' line stations
 - Operators' main base or subbase
 - Operators during a strike
 - Operators' deicing programs

- Operators' manuals
- Operators' Flight and Duty Time limitations program
- Operators' Flight Safety Program
- Operators' Dangerous Goods Program
- Flight simulators or flight training devices (FTD)

(d) Certification

- (1) **Airmen:** Some of the FOIs certification duties involve the following:
 - (i) Certificate an Pilot, Flight Engineer or Flight Navigator
 - (ii) Certificate renew a DCP(A) and or (B), DCFE within a designated check program
- (2) **Air Carriers:** FOIs are heavily involved in the certification of air operators. Some of the many duties of the FOI in air operator certification are as follows:
 - (i) Approve operators' exit seating plans
 - (ii) Approve operators' carry-on baggage programs
 - (iii) Conduct proficiency checks of operators' pilots
 - (iv) Conduct proficiency checks of operators' flight engineers
 - (v) Conduct emergency evacuations or ditching demonstrations
 - (vi) Conduct aircraft proving and validation tests
 - (vii) Evaluate an Operator's minimum navigation performance specification (MNPS) qualifications
 - (viii) Evaluate an Operator for ETOPs Certification.
 - (ix) Monitor the Operator's Designated Check Pilot/Flight Engineer Program
 - (x) Evaluate operators' compliance statements
 - (xi) Evaluate flightcrew training programs
 - (xii) Evaluate dispatcher training programs
 - (xiii) Evaluate operators' operations manuals
 - (xiv) Evaluate approved flight manuals or company aircraft operations manuals
 - (xv) Evaluate operators' aircraft checklists
 - (xvi) Evaluate operators' airport and weather aeronautical data
 - (xvii) Evaluate operators' special means of navigation
 - (xviii) Evaluate operators' powerback procedures
 - (xix) Evaluate operators' airport/runway performance data analysis systems
 - (xx) Evaluate operators' minimum equipment lists (MEL)
 - (xxi) Evaluate operators' hazardous materials (HAZMAT) programs
 - (xxii) Evaluate passenger briefing cards
 - (xxiii) Evaluate operators' crew records keeping systems
 - (xxiv) Issue and amend operations specifications
 - (xxv) Recommend issue an air carrier operating certificate

- (xxvi) Evaluate operators' flight-locating procedures
- (xxvii) Evaluate operators' flight/trip records
- (xxviii) Review operators' compliance statements
- (xxix) Review operators' ETOPS procedures
- (xxx) Evaluate operators' CAT II and CAT III procedures
- (xxxi) Evaluate Operators' Load Control Procedure

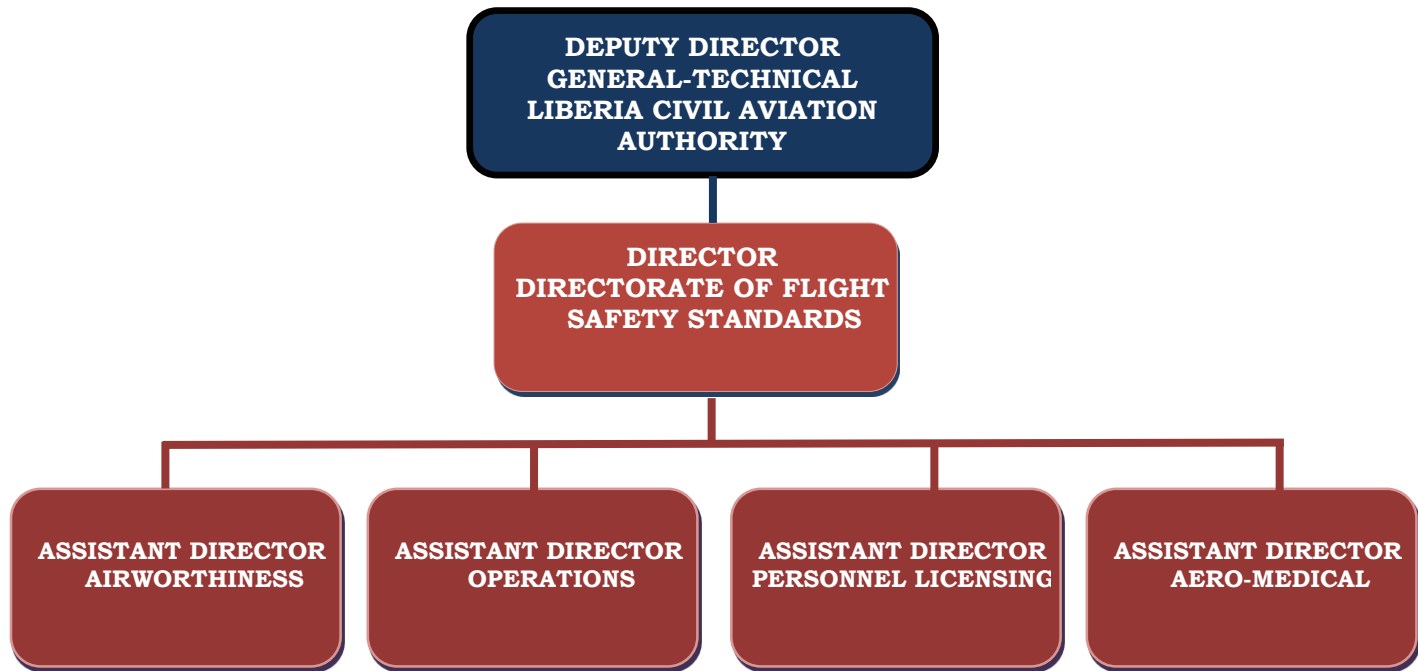
3.4 OTHER RESPONSIBILITIES

- (a) FOIs participate in other activities, such as accident prevention, and the issuance of authorizations. FOIs also perform many other duties, including the ones that follow:
 - (1) Make a deposition or court appearance
 - (2) Process a voluntary surrender of an operator's certificate
 - (3) Provide technical assistance

3.4.1 Duties Of Flight Operations Inspector

- (a) The duties and responsibilities of Flight Operations Inspectors are laid down in the Flight Operations Inspectors Manual and are divided into Surveillance, Operational Inspections that could lead to Certification of an Operator and the subsequent issue of an Air Operator Certificate by the Director General, and Airman Certification. These Job Functions cover both ground and inflight inspections. The inflight inspections cover checks from the observer's seat as laid down in the Flight Operations Inspector Manual.
- (b) Flight Operations Inspectors are to particularly ensure that: -
 - (1) Proper analytical reports are submitted promptly to the Manager, Flight Safety Standards Department, on their inspections.
 - (2) Flying and surveillance program are submitted about 10 days in advance of each month.
 - (3) For important occurrences requiring immediate action, a report is submitted immediately.
 - (4) Tasks assigned/information requested by other LCAA Departments are responded to promptly. Reports are to be submitted through the Manager, Flight Safety Standards Department.
 - (5) All orders/notices/circulars issued by the Manager Flight Safety Standards Department are adhered to and responded to promptly where necessary.
 - (6) Use initiative to pursue any matter that needs to be attended to by the LCAA in the interest of air safety and for efficiency of the system.
 - (7) Ensure that the confidentiality is always maintained.
 - (8) Maintain a constant dialogue with operators and officials in the aviation industry on professional matters in order to keep up to date with latest developments.

3.5 ORGANOGRAMS OF THE DIRECTORATE OF FLIGHT SAFETY STANDARDS AND OPERATIONS SECTION



OPERATIONS SECTION



3.6 PERSONNEL JOB DESCRIPTION AND DUTIES

3.6.1 ASSISTANT DIRECTOR, OPERATIONS SECTION

3.6.1.1 JOB DESCRIPTION

Under the supervision of the Director of Flight Safety Standards, he/she shall oversee all matters/activities relating to the Operations Section and serves as the first level of appeal for operations-related technical issues with industry persons and organizations.

3.6.1.2 MINIMUM QUALIFICATIONS

- (a) This person shall meet the minimum qualifications as an Operations Inspector.
- (b) Must be Computer Literate

3.6.1.3 TECHNICAL QUALIFICATION

- (a) Airline Transport Pilots License with at least one (1) type of aircraft rating in current Liberia AOC Aircraft Register.
- (b) Airline Transport Pilot License (ATPL) with a minimum of 5000 hours (fixed wing) or 2500 hours (rotorcraft) in command plus experience in Flight Operations related duties with an Aviation Organization.
- (c) Knowledge in ICAO Conventions and Annexes.
- (d) Good working knowledge of the Liberia Civil Aviation Regulations (LCARs).
- (e) At least a Certificate in a CAA approved Operations Inspectors' Course.
- (f) ICAO endorsed AOC certification course.

3.6.1.4 EXPERIENCE

- (a) At least ten (10) years experience in safety related duties in a Civil Aviation Organization.
- OR
- (b) At least a combination of thirteen (13) years relevant experience of which eight (8) years should be with the LCAA.

3.6.1.5 PERSONALITY COMPETENCIES

- (a) This person must:
 - (1) Have good communication and interpersonal skills.
 - (2) Have good report-writing skill.

- (3) Have good analytical skills.
- (4) Possess good judgment, thoroughness and initiative.
- (5) Be innovative.
- (6) Have active listening skill.
- (7) Have the ability to work with others in a team.
- (8) Be time conscious.
- (9) Demonstrate the willingness to learn from peers, superiors and for personal learning and self-development in the aviation field.
- (10) Have self-confidence and assertiveness.
- (11) Be customer focus

3.6.1.6 MANAGERIAL COMPETENCIES

- (a)** Must have business awareness.
- (b)** Must have the ability to manage human and material resources and activities effectively and efficiently.
- (c)** Must show good leadership skills.
- (d)** Must have the skill to chair department meeting

3.6.1.7 DUTIES AND RESPONSIBILITIES

- (a)** In addition to the primary duties specified in the supervisory technical inspector job descriptions, this person is expected to ensure that the following tasks receive special attention throughout the calendar year. The Assistant Director of Operations shall ensure:—
 - (1) Propose for adoption, ICAO Standards and Recommended Practices and other relevant provisions contained in ICAO documents relating to flight operations as National Rules and Regulations
 - (2) Ensure the development of policies, procedures and processes for continuous review thereof, to meet the requirements of relevant Annexes in accordance with the Liberia Civil Aviation Act and Regulations
 - (3) Evaluate National Rules and Regulations to determine any differences with ICAO SARPs/Procedures and ensure filing of differences with ICAO.
 - (4) Review proposed amendments to ICAO SARPs / Procedures and make necessary recommendations;
 - (5) Ensure that the competency of the personnel assigned to the Operations Section meet the minimum standards of performance;
 - (6) Ensure that the conduct of the personnel assigned to the Operations Section meet the minimum standards;

- (7) Ensure the recording and monitoring on a continuous basis of all inspector activities, evaluations and investigations, and any identified safety issues to enable management ascertain the status of all safety oversight functions.
- (8) Ensure the coordination of tasks of the Operations Section of the Directorate of Flight Safety Standards other government organizations as necessary to ensure proper accomplishment of certification, surveillance, personnel licensing, investigations and any special projects.
- (9) Ensure that the heads of the various units of the Operations Section carry out their supervisory roles over inspectors on continuous basis to meet timelines.
- (10) Ensure the resolution of safety issues are conducted in accordance with appropriate technical guidance in a timely manner.
- (11) Ensure safety issues with the higher levels of risk are addressed on a priority basis.
- (12) Ensure Operations MRAs are planned and assigned to specific inspectors;
- (13) Ensure the MRAs are accomplished in the assigned annual quarter, as planned;
- (14) Ensure unplanned inspections and special surveillance activities are conducted;
- (15) Ensure Operations participation in the certification of aviation organizations and the applicable minimum certification plans are accomplished as assigned by the Certification Project Coordinator;
- (16) Ensure that Investigations, development and issuance of appropriate reports assigned to, or supported by the Operations Section are accomplished in a timely and professional manner;
- (17) Ensure that Personnel licensing tasks, Routine and any special projects assigned to the Section are accomplished in a prompt and acceptable manner;
- (18) Ensure that annual training plans are developed and implemented and that Operations Inspectors remain qualified and current;
- (19) Ensure that the required training and qualification records of the Inspectors in the Section are kept and updated;
- (20) Ensure that each staff is evaluated and appraised, and recommends a performance improvement plan for staff who do not meet required performance standards.

3.6.2 FLIGHT OPERATIONS INSPECTOR

Operations Inspectors, with qualifications to specialize in the evaluation, inspection and certification of specific fleets of aircraft and the operational aspects of programs associated with these operators.

3.6.2.1 JOB DESCRIPTION

Under the supervision of the Assistant Director of Flight Operations, he/she shall functions as an interface between assigned air carriers, other aviation entities and the Liberia Civil Aviation Authority (LCAA).

3.6.2.2 MINIMUM QUALIFICATIONS

- (a) Airline Transport Pilots License with at least one (1) type of aircraft rating in current Liberia AOC Aircraft Register.
- (b) Airline Transport Pilot License (ATPL) with a minimum of 5000 hours in command plus experience in Flight Operation related duties with an Aviation Organization.
- (c) Preferably an Authorized/Delegated examiner.

3.6.2.3 EXPERIENCE

- (a) The Flight Operations Inspector (ASI) should have attained five (5) years experience with an Aviation Organization.

3.6.2.4 TECHNICAL COMPETENCY

- (a) Completion of at least one (1) minimum core training courses as specified in the ITS.
- (b) Qualified in Aircraft Accident Investigation and Prevention.

3.6.2.5 PERSONALITY COMPETENCIES

- (a) The inspector must:
 - (1) Have the ability to withstand mental and physical stress
 - (2) Have good communication and interpersonal skills.
 - (3) Have good report writing skills.
 - (4) Have good analytical skills.
 - (5) Possess good judgment, thoroughness and initiative.
 - (6) Be innovative.
 - (7) Have active listening skill.
 - (8) Have the ability to work with others in a team.
 - (9) Be time conscious.
 - (10) Demonstrate the willingness to learn from peers, superiors and for personal learning and self development in the aviation field.
 - (11) Have self-confidence and assertiveness

3.6.2.6 DUTIES AND RESPONSIBILITIES

3.6.2.6.1 TECHNICAL ADMINISTRATION

- (a) Ensures that on a continuing basis assigned Airline Operators are properly and adequately organized, staffed, and equipped; have and conduct an adequate training program, including an acceptable record keeping system; and have facilities and procedures that meet all regulatory requirements.
- (b) Chairs joint LCAA-industry meetings, maintain regular contact with organizations assigned and coordinates with top management officials.
- (c) Shall require and direct correction of any deficiencies/discrepancies and refuses or withdraws approval if they cannot be resolved.
- (d) Shall be responsible for the conduct of enforcement investigations, preparation of final reports and recommendations.
- (e) Performs or supervises the emergency suspension of certificates or cancellation of Operations Specifications. Conducts or directs the re-examination of certificated airmen or re-certification of an operator or agency.
- (f) Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents.
- (g) Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.
- (h) Coordinates Minimum Equipment List (MEL) approvals with Principal Airworthiness inspectors.
- (i) Takes enforcement action in instances of non-compliance with the MEL.
- (j) Coordinates with other inspectors as required to accomplish additional air carrier surveillance.

3.6.2.6.2 CERTIFICATION

- (a) Approves/accepts or disapproves/rejects manuals and revisions.
- (b) May require amendments to previously approved manuals to correct any conflict with regulatory requirements, eliminate unsafe practices, and/or improve the specificity of instruction.
- (c) Evaluates training programs to ensure that they meet the requirements of the Civil Aviation Regulations and associated LCAA guidance materials.
- (d) Approves or disapproves these training programs including flight simulators, training devices, or other equipment used in these programs.
- (e) Approves/disapproves designations of check airmen and makes recommendations on the appointment of designees.
- (f) Evaluates operations and facilities by on-site inspections and review of reports by other

inspectors or other personnel.

- (g)** Negotiates changes that are essential or desirable in their policies and procedures.
- (h)** Determines the appropriate methods and/or plans for implementing both corrective action and through on-site inspection or inspector reports the effectiveness of corrective action taken.
- (i)** Evaluates and approves/disapproves requests to operate under conditions not previously authorized and may prescribe additional conditions and limitations as appropriate.
- (j)** Approves the original issuance of Operations Specifications and issues original operation certificates.
- (k)** Approves amendments to Operations Specifications.
- (l)** Evaluates the safety of proposed changes en-route or airport authorizations. Prescribes any changes required before approval.
- (m)** Directs or participates in proving flight evaluations to determine compliance with Civil Aviation Regulations.
- (n)** Recommends changes that will be required prior to approval.

3.6.2.6.3 SURVEILLANCE

- (a)** Shall be responsible for monitoring all phases of company operations including: training programs and records, base and station facilities, and route systems.
- (b)** Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in the safety of operations.
- (c)** Directs or suggests changes required to correct such trends.
- (d)** Shall be responsible for monitoring the activities of designated examiners, check airmen, and instructors.
- (e)** Shall be responsible for monitoring and approving of training facilities.

3.6.2.6.4 OTHER

- (a)** May be assigned other duties and responsibilities as required.
- (b)** The inspector may be required to participate in the LCAA flight program as a flight crewmember and shall be required to meet the medical and flight currency requirements set forth in LCARs governing the operation of aircraft.
- (c)** The inspector, when so directed, shall be required to keep an appropriate control point of contact in the event of an aviation incident requiring LCAA investigation.

3.6.3 DEVELOPMENTAL FLIGHT OPERATIONS INSPECTOR

3.6.3.1 JOB DESCRIPTION

Under the supervision of the Flight Operations Inspector, he/she shall serve as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions.

3.6.3.2 MINIMUM QUALIFICATIONS

- (a) University Degree preferably, Science background;
- OR
- (b) Airline Transport Pilot's license with a minimum of 5000 hours in command plus experience in Flight Operation related duties with a civil Aviation Organization.

3.6.3.3 TECHNICAL COMPETENCY

- (a) The developmental officer must:
- (1) Demonstrate extensive knowledge in standard engineering practices.
 - (2) Have an enquiring mind.
 - (3) Demonstrate excellent knowledge in his/her field of expertise (basic qualification).

3.6.3.4 PERSONALITY COMPETENCIES

- (a) He /She must:
- (1) Ability to withstand mental and physical stress
 - (2) Have good communication and interpersonal skills.
 - (3) Have good report writing skills.
 - (4) Have good analytical skills.
 - (5) Possess good judgment, thoroughness and initiative.
 - (6) Be innovative.
 - (7) Have active listening skill.
 - (8) Have the ability to work with others in a team.
 - (9) Be time conscious.
 - (10) Demonstrate the willingness to learn from peers, superiors and for personal learning and self-development in the aviation field.
 - (11) Have self-confidence and assertiveness
 - (12) Demonstrate the willingness to learn from peers, superiors and for personal

learning and self-development in the aviation field.

- (13) Have self-confidence and assertiveness

3.6.3.5 DUTIES AND RESPONSIBILITIES

3.6.3.5.1 TECHNICAL ADMINISTRATION

- (a)** Ensures that aviation organizations and airman comply with regulatory requirements, and reports deficiencies to the supervisor.
- (b)** Assists in enforcement, investigations, preparation of final reports and recommendations on disposition.
- (c)** Participates in accident/incident and complaint investigations.
- (d)** Assists in emergency suspension of certificates or cancellation of Operations Specifications.
- (e)** Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

3.6.3.5.2 CERTIFICATION

- (a)** Reviews manuals and other documents associated with certification requirements of air carriers, air agencies, and air operators for accuracy and compliance with Civil Aviation Regulations. Makes recommendations to the supervisor.
- (b)** Provides assistance in the evaluation of air carriers, air agencies, and air operators and makes recommendations to the supervisor.
- (c)** Provides assistance in the evaluation of training programs to ensure they meet the requirements of LCARs, including flight simulators, training devices, and other such equipment as well as check airmen. Makes recommendations to the supervisor.
- (d)** Performs a variety of airmen certification functions.

3.6.3.5.3 SURVEILLANCE

- (a)** Monitors, as directed, flight instructors, Designated pilot examiners, check airmen, and aviation organization operations and training activities.
- (b)** Takes appropriate corrective action for deficiencies noted or makes recommendations to the supervisor.

3.6.3.5.4 OTHER

May be assigned other duties and responsibilities as necessary.

3.6.4 AIRCRAFT DISPATCH INSPECTOR

3.6.4.1 JOB DESCRIPTION

Under the supervision of the Assistant Director of Flight Operations, he/she shall function as an interface between assigned air carriers, other aviation entities and the Liberia Civil Aviation Authority (LCAA).

3.6.4.2 MINIMUM QUALIFICATIONS

Aircraft dispatch license with at least one (1) type of aircraft rating in current Liberia AOC Aircraft Register.

3.6.4.3 EXPERIENCE

- (a) The Aircraft Dispatch Inspector (ASI) should have attained at least three (3) years experience as a Developmental ASI.
- (b) The Aircraft Dispatch Inspector should have attained Five (5) years experience as a Dispatch Inspector.
- (c) Eight (8) years in the Airline industry as a dispatcher.

3.6.4.4 TECHNICAL COMPETENCY

- (a) Completion of at least one (1) minimum core training courses as specified in the ITS.
- (b) Qualified in Aircraft Accident Investigation and Prevention.
- (a) Type trained on at least one aircraft on the current Liberia AOC aircraft register.

3.6.4.5 PERSONALITY COMPETENCIES

- (a) The inspector must:
 - (1) Have the ability to withstand mental and physical stress.
 - (2) Have good communication and interpersonal skills.
 - (3) Have good report writing skills.
 - (4) Have good analytical skills.

- (5) Possess good judgment, thoroughness and initiative.
- (6) Be innovative.
- (7) Have active listening skill.
- (8) Have the ability to work with others in a team.
- (9) Be time conscious.
- (10) Demonstrate the willingness to learn from peers, superiors and for personal learning and self-development in the aviation field.
- (11) Have self-confidence and assertiveness.

3.6.4.6 DUTIES AND RESPONSIBILITIES

3.6.4.6.1 TECHNICAL ADMINISTRATION

- (a) Ensures on a continuing basis that air carrier dispatch centers and/or dispatch training;
- (b) facilities are properly and adequately organized, equipped and staffed with qualified aircraft dispatchers, support personnel, and instructors;
- (c) Serves as the expert technical advisor on policies and procedures to the Head on assigned areas of the company's approved training program, dispatch documents and manuals;
- (d) Ensures enforcement, investigations, preparation of final reports and recommendations;
- (e) Performs or supervises the emergency suspension of certificates or cancellation of Operations Specifications;
- (f) Conducts or directs the re-examination of certificated Flight Operation Officers or re-certification of an operator or agency;
- (g) Conducts investigations of public complaints, government inquiries, and aircraft incidents and accidents;
- (h) Provides verbal and/or written technical assistance to legal counsel;
- (i) Testifies at court trails and formal hearings and gives depositions;
- (j) Coordinates and provides technical expertise to other district offices if any, for various surveillance and certification activities in the aircraft dispatch/operational control program area and related Civil Aviation Regulations and agency orders.
- (k) Conducts initial and annual training and recommends the designation of assigned designated examiners.

3.6.4.6.2 CERTIFICATION

- (a) Participates in the initial certification of new operators in all aircraft dispatch/operational control related areas.
- (b) Reviews dispatcher documents and evaluates plans to ensure compliance with the LCARs and LCAA policy and guidance.
- (c) Recommends changes which may require complex and controversial solutions to the POI that will be required prior to approval of dispatch centers.
- (d) Reviews and recommends approval or disapproval of manuals and revisions related to aircraft dispatch and operational control, including procedures for coordination of dispatch, flight control, or flight following procedures as applicable.
- (e) Conducts certification of aircraft dispatchers as requested.
- (f) Evaluates air operator operational control and dispatch facilities by on-site inspections and review of reports from other inspectors. Based on the results of those evaluations, makes a recommendation to the POI on necessary changes to policies and procedures
- (g) Ensures standardization of all dispatch personnel.

3.6.4.6.3 SURVEILLANCE

- (a) Develops a work program, in coordination with the POI, to ensure periodic surveillance of operational control centers, training instructors, training programs, and all phases of air carrier dispatch operations.
- (b) Monitors aircraft dispatch training programs conducted by air operators to ensure compliance with the directives, national and regional directives, and safe operating practices.
- (c) Monitors designated examiners during the conduct of dispatcher certification tests and recurring evaluations to ensure compliance with established standards.
- (d) Monitors the activities of aircraft dispatchers and instructors to determine adequacy and quality of approved air carrier training programs.
- (e) Advises the POI of any problems or controversial situations and recommends solutions as appropriate.
- (f) Works with air carrier dispatch department officials, LCAA management and other inspectors to discuss and negotiate recommendations.

3.6.4.6.4 OTHER

May be assigned other duties and responsibilities as required.

3.6.5 DEVELOPMENTAL AIRCRAFT DISPATCH INSPECTOR

3.6.5.1 JOB DESCRIPTION

Under the supervision of the Dispatch Inspector, he/she shall serve as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions.

3.6.5.2 MINIMUM QUALIFICATIONS

University Degree preferably, Science background or a holder of a valid Dispatch license.

3.6.5.3 TECHNICAL COMPETENCY

(a) The Developmental Inspector must:

- (1) Demonstrate extensive knowledge in standard engineering practices.
- (2) Have an enquiring mind.
- (3) Demonstrate excellent knowledge in his/her field of expertise (basic qualification).

3.6.5.4 PERSONALITY COMPETENCIES

(a) The Developmental inspector must:

- (1) Ability to withstand mental and physical stress
- (2) Have good communication and interpersonal skills.
- (3) Have good report writing skills.
- (4) Have good analytical skills.
- (5) Possess good judgment, thoroughness and initiative.
- (6) Be innovative.
- (7) Have active listening skill.
- (8) Have the ability to work with others in a team.
- (9) Be time conscious.
- (10) Demonstrate the willingness to learn from peers, superiors and for personal learning and self-development in the aviation field.
- (11) Have self-confidence and assertiveness

3.6.5.5 DUTIES AND RESPONSIBILITIES

3.6.5.5.1 TECHNICAL ADMINISTRATION

- (a) Ensures that aviation organizations and Flight Operation Officers comply with regulatory requirements, and reports deficiencies to the supervisor.
- (b) Assists in enforcement, investigations, preparation of final reports and recommendations on disposition.

- (c) Participates in accident/incident and complaint investigations.
- (d) Assists in emergency suspension of certificates or cancellation of Operations Specifications.
- (e) Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

3.6.5.5.2 CERTIFICATION

- (a) Reviews manuals and other documents associated with certification requirements of air carriers, air agencies, and air operators for accuracy and compliance with Civil Aviation Regulations.
- (b) Makes recommendations to the supervisor.
- (c) Provides assistance in the evaluation of air carriers, air agencies, and air operators and makes recommendations to the supervisor.
- (d) Provides assistance in the evaluation of training programs to ensure they meet the requirements of LCARs, including training devices, and other such equipment.
- (e) Makes recommendations to the supervisor
- (f) Performs a variety of Flight Dispatch certification functions.

3.6.5.5.3 SURVEILLANCE

- (a) Monitors, as directed, Flight Dispatch instructors, Designated Aircraft Dispatch Examiners, Flight Dispatchers, and aviation organization operations and training activities.
- (b) Takes appropriate corrective action for deficiencies noted or makes recommendations to the supervisor.

3.6.5.5.4 OTHER

- (a) May be assigned other duties and responsibilities as necessary.
- (b) The inspector, when so directed, shall be required to keep an appropriate control point of contact in the event of an aviation incident requiring LCAA investigation.

3.6.6 CABIN SAFETY INSPECTOR

3.6.6.1 JOB DESCRIPTION

Under the supervision of the Assistant Director, Operations, he/she shall function as the primary cabin safety interface between assigned air operators, other aviation entities, and the Liberia Civil Aviation Authority (LCAA).

3.6.6.2 MINIMUM QUALIFICATIONS

A certificate from a recognized tertiary institution

3.6.6.3 EXPERIENCE

- (a) A minimum of five(5) years of experience in safety related duties in an Aviation Organization.
- (b) Experience as an instructor of Cabin Safety and emergency procedures, able to instruct and evaluate training programs and inspect training programs to the required regulatory standards;
- (c) Computer literate

3.6.6.4 TECHNICAL COMPETENCY

- (a) Knowledge of aircraft Cabin Systems;
- (b) Knowledge of training programs, training techniques and Cabin Crew training aids;
- (c) Experience in development of Safety and Emergency procedures;
- (d) Ability to develop and deliver presentations and conduct training;
- (e) Ability to evaluate effectiveness of Cabin Safety policy and procedures;

3.6.6.5 PERSONALITY COMPETENCIES

- (a) The inspector must:
 - (1) Be able to withstand mental and physical stress
 - (2) Have good communication and interpersonal skills.
 - (3) Have good report writing skills.
 - (4) Have good analytical skills.
 - (5) Possess good judgment, thoroughness and initiative.
 - (6) Be innovative.
 - (7) Have active listening skill.
 - (8) Have the ability to work with others in a team.
 - (9) Be time conscious.
 - (10) Demonstrate the willingness to learn from peers, superiors and for personal learning and self-development in the aviation field.
 - (11) Have self-confidence and assertiveness

3.6.6.6 DUTIES AND RESPONSIBILITIES

3.6.6.6.1 TECHNICAL ADMINISTRATION

- (a) Develops a work program to ensure periodic surveillance of training instructors, company training programs and all phases of air carrier operations.
- (b) Determines through surveillance and investigation that the training facilities are properly and adequately organized and equipped, staffed with appropriately qualified instructors, and conduct flight attendant training as required by appropriate Civil Aviation Regulations and LCAA approved training program.
- (c) Serves as the technical advisor to the Supervisor on assigned areas of the company's training program.
- (d) Coordinates technical instructions, policy orders, and procedures through the Supervisor and related LCAA personnel to ensure standardization of training activities.
- (e) Conducts investigations of public complaints, government inquiries and aircraft incidents and relating to cabin safety.
- (f) Ensures enforcement, investigations, prepares final reports and recommendations on disposition.
- (g) Provides verbal and/or written technical assistance to legal counsel.
- (h) Testifies at court trials, formal hearings and gives depositions.
- (i) Develops recommendations for new or revised directives, standards and procedures governing cabin safety aspects of certification and operational practices of air carriers and air operators.

3.6.6.6.2 CERTIFICATION

- (a) Performs initial certification of new operators in all cabin safety related areas.
- (b) Reviews documents and evaluates plans to ensure compliance with the Civil Aviation Regulations, LCAA policy and guidance.
- (c) May provide support to other regions during certification process.
- (d) Reviews and recommends approval or disapproval of manuals and revisions related to cabin safety programs.
- (e) Obtains amendments to previously approved manuals to correct conflicts with regulatory requirements, eliminate unsafe practices, and improve the specificity of instruction.
- (f) Evaluates flight attendant training programs to ensure that they meet LCAA requirements, national and regional regulations, and safe operating practices.
- (g) Recommends approval or disapproval of training programs including cabin simulators, training devices and other training aids used in these programs.
- (h) Evaluates operations and facilities by on-site inspections and reviewing reports of other

inspectors or other personnel.

- (i) Negotiates necessary changes in policies and procedures.
- (j) Evaluates requests to operate under conditions not previously authorized and recommends additional conditions and limitations as appropriate.
- (k) Participates in proving flight evaluations to determine compliance with Civil Aviation Regulations.
- (l) Recommends changes that will be required prior to approval.
- (m) Evaluates air carrier and air operator emergency evacuation, ditching, and other emergency procedures, and makes recommendations to the Supervisor.
- (n) Reviews proposed modifications to aircraft interiors and location and use of equipment affecting cabin safety and makes recommendations to the Supervisor.

3.6.6.6.3 SURVEILLANCE

- (a) Monitors all phases of assigned cabin safety activities, including training programs and records; base and station facilities; and route systems.
- (b) Evaluates cabin simulators, training devices and other training aids to ensure compliance with original approval.
- (c) Coordinates with and reviews reports from other inspectors and other personnel to identify trends that indicate deterioration in cabin safety functions and recommends necessary changes to Supervisor.
- (d) Monitors and evaluates activities of classroom and in-flight instructors to ensure continued competency of flight attendants.
- (e) Observes the conduct of flight attendant initial, transition, recurrent, and differences training to ensure compliance to approve training programs and the continued competency of flight attendants.
- (f) Conducts en-route inspections and ramp inspections of air carrier operators.
- (g) Evaluates crew coordination procedures between flight crew members and flight attendants.
- (h) Recommends changes to the Supervisor on location and/or security of aircraft equipment affecting passenger safety or emergency procedures.
- (i) Participates in cabin safety related incident investigations of air carriers and air operators when requested.
- (j) Conducts cabin safety system analysis independently or as a team member on special inspection teams.

3.6.6.6.4 OTHER

- (a) May be assigned other duties and responsibilities as necessary.
- (b) The inspector, when so directed, shall be required to keep an appropriate control point of contact in the event of an aviation incident requiring LCAA investigation

3.6.7 DEVELOPMENTAL CABIN CREW INSPECTOR

3.6.7.1 PURPOSE

Under the supervision of the Cabin Safety Inspector, he/she shall serve as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions.

3.6.7.2 MINIMUM QUALIFICATIONS

- (a) A certificate from a recognized tertiary institution
- (b) A minimum of five (5) years of experience as a Cabin Crew.
- (c) Preferably an authorized Cabin Safety instructor
- (d) Computer literate

3.6.7.3 TECHNICAL COMPETENCY

- (a) Knowledge of aircraft Cabin Systems;
- (b) Knowledge of training programs, training techniques and Cabin Crew training aids;
- (c) Experience in development of Safety and Emergency procedures;
- (d) Ability to develop and deliver presentations and conduct training;
- (e) Ability to evaluate effectiveness of Cabin Safety policy and procedures;

3.6.7.4 PERSONALITY COMPETENCIES

Team player, good communication skills, assertive, and affable

3.6.7.5 DUTIES AND RESPONSIBILITIES

3.6.7.5.1 TECHNICAL ADMINISTRATION

- (a) Ensures that aviation organizations and Flight attendants comply with regulatory requirements, and reports deficiencies to the supervisor.
- (b) Assists in enforcement, investigations, preparation of final reports and recommendations on disposition.

- (c) Participates in incident and complaint investigations.
- (d) Assists in emergency suspension of certificates or cancellation of Operations Specifications.
- (e) Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

3.6.7.5.2 CERTIFICATION

- (a) Reviews manuals and other documents associated with certification requirements of air carriers, air agencies, and air operators for accuracy and compliance with Civil Aviation Regulations. Makes recommendations to the supervisor.
- (b) Provides assistance in the evaluation of air carriers, air agencies, and air operators and makes recommendations to the supervisor.
- (c) Provides assistance in the evaluation of training programs to ensure they meet the requirements of LCARs, including training devices, and other such equipment.
- (d) Makes recommendations to the supervisor.
- (e) Performs a variety of certification functions.

3.6.7.5.3 SURVEILLANCE

- (a) Monitors, as directed, Cabin Safety instructors, Designated Cabin Safety Examiners, Flight Attendant, and aviation organization operations and training activities.
- (b) Takes appropriate corrective action for deficiencies noted or makes recommendations to the supervisor.

3.6.7.5.4 OTHER

- (a) May be assigned other duties and responsibilities as required.

3.6.8 DANGEROUS GOODS INSPECTOR

3.6.8.1 JOB DESCRIPTION

Under the supervision of the Assistant Director of Flight Operation, he/she shall functions as the primary Dangerous goods related issues interface between assigned air operators, other aviation entities, and the Liberia Civil Aviation Authority (LCAA).

3.6.8.2 MINIMUM QUALIFICATIONS

Valid DGR category 6 certificate holder

3.6.8.3 EXPERIENCE

ASI shall have a minimum of three (3) years as Developmental ASI or shall have a minimum of five (5) years experience in Dangerous Goods related duties in an Aviation Organization.

3.6.8.4 TECHNICAL COMPETENCY

(a) In addition to having the qualifications of a DGI, he/she should have:

- (1) Completion of at least one (1) minimum core training courses as specified in the ITS
- (2) An Operations Inspector with a valid DG certificate.
- (3) GSI Aircraft Operations Course.

3.6.8.5 PERSONALITY COMPETENCIES

(a) The inspector must:

- (1) Ability to withstand mental and physical stress
- (2) Have good communication and interpersonal skills.
- (3) Have good report writing skills.
- (4) Have good analytical skills.
- (5) Possess good judgment, thoroughness and initiative.
- (6) Be innovative.
- (7) Have active listening skill.
- (8) Have the ability to work with others in a team.
- (9) Be time conscious.
- (10) Demonstrate the willingness to learn from peers, superiors and for personal learning and self-development in the aviation field.
- (11) Have self-confidence and assertiveness

3.6.8.6 DUTIES AND RESPONSIBILITIES

3.6.8.6.1 MAIN FUNCTIONS

- (a) Prepares, reviews and comments on appropriate documentation required for a dangerous goods package.
- (b) Evaluates the effectiveness of a safe transport of dangerous goods policy, procedures and programs.

- (c) Ensures implementation and compliance by Operators with all regulatory requirements through the inspection/surveillance and audit process.
- (d) Takes the necessary steps to make certain that Dangerous Goods programs keep abreast with industry practices by maintaining knowledge and skills required to fulfill his/her responsibilities.
- (e) Attends monitors and evaluates Dangerous Goods Training for compliance with regulatory requirements and approval.
- (f) Maintains contact with the operators or service providers in order to assess the functioning of their organizations and the performance of their staff during conduct of operations and training.
- (g) Prepares formal presentation to public audiences on the awareness of Dangerous Goods.
- (h) Carries out investigations on Dangerous Goods Incidents and submits investigation reports and also indicates possible violations of the basic aviation law or related safety operating directives and rules.
- (i) Develops Advisory Circulars as appropriate.
- (j) Develops and amends dangerous goods directives when required.
- (k) Develops new requirements for the safe transport of Dangerous Goods in accordance with new ICAO requirements or industry best practice.
- (l) Continuously monitors Liberian registered airlines, as well as the conduct of inspections/surveillance and the Safety Assessment of Foreign Aircraft for dangerous goods in accordance with applicable regulatory requirements.
- (m) Advises the Accountable Manager or Agent for services in writing of any deficiencies, requesting a proposal for remedial action.
- (n) Advises the Director of Flight Safety Standards on Dangerous Goods Issues through the Assistant Director of Operations.
- (o) Oversight of Inspectors and Developmental aviation Safety Officers.

3.6.8.6.2 OTHER

- (a) May be assigned other duties and responsibilities as required.
- (b) The inspector, when so directed, shall be required to keep an appropriate control point of contact in the event of an aviation incident requiring LCAA investigation.

3.6.9 DEVELOPMENTAL DANGEROUS GOODS INSPECTOR

3.6.9.1 JOB DESCRIPTION

Under the supervision of the Dangerous Goods Inspector, he/she shall serve as a trainee performing duties as assigned without specific authority for actions or decisions. A significant part of the position involves training in more complex functions.

3.6.9.2 MINIMUM QUALIFICATIONS

- (a) A certificate from a recognized tertiary institution.
- (b) Valid DGR category 6 certificate holder with at least five (5) years experience

3.6.9.3 TECHNICAL COMPETENCY

- (a) The inspector development must:
 - (1) Demonstrate extensive knowledge in DG practices;

3.6.9.4 PERSONALITY COMPETENCIES

Team player, good communication skills, assertive, and affable

3.6.9.5 DUTIES AND RESPONSIBILITIES

3.6.9.5.1 TECHNICAL ADMINISTRATION

- (a) Ensures that aviation organizations and Flight attendants comply with regulatory requirements, and reports deficiencies to the supervisor.
- (b) Assists in enforcement, investigations, preparation of final reports and recommendations on disposition.
- (c) Participates in incident and complaint investigations.
- (d) Assists in emergency suspension of certificates or cancellation of Operations Specifications.
- (e) Provides verbal and/or written technical assistance to legal counsel, testifies at court trials and formal hearings, and gives depositions.

3.6.9.5.2 CERTIFICATION

- (a) Reviews manuals and other documents associated with certification requirements of air carriers, air agencies, and air operators for accuracy and compliance with Civil Aviation Regulations. Makes recommendations to the supervisor.
- (b) Provides assistance in the evaluation of air carriers, air agencies, and air operators and makes recommendations to the supervisor.
- (c) Provides assistance in the evaluation of training programs to ensure they meet the requirements of LCARs, including training devices, and other such equipment.

- (d) Makes recommendations to the supervisor.
- (e) Performs a variety of certification functions.

3.6.9.5.3 SURVEILLANCE

- (a) Monitors or observe, as directed, Dangerous Goods Instructors and aviation organization operations and training activities.
- (b) Takes appropriate corrective action for deficiencies noted or makes recommendations to the supervisor.

3.6.9.5.4 OTHER

May be assigned other duties and responsibilities as required.

CHAPTER-4: GENERAL INSPECTOR GUIDANCE

4.1 PURPOSE

- (a) This chapter provides foundation information about the Airworthiness Inspection Section (AID) with details on the role and expectations of an aviation safety inspector.

4.2 THE INSPECTOR ROLE

- (a) All inspectors should be qualified to provide “auditor” and “administration” services on behalf of the Liberia Civil Aviation Authority regarding the certification and continued validation processes. These roles are critical to the safety oversight system.
- (b) It is a common mistaken perception that an inspector is personally responsible for the safety of the aviation community.
- (c) It is true that inspectors can have significant influence on aviation safety in the areas where they are assigned if they stay within certain key parameters in their inspector’s role.
- (d) But the responsibility for aviation safety rests with the operators of the aircraft.
- (e) It’s the “AOC holder” (Air Operator, Pilot, Engineer, Mechanic, Dispatcher, and Cabin Crew) who must ensure that they are always in compliance with the applicable regulations and relevant safety practices.
- (f) The Liberia Civil Aviation Authority does have a responsibility to ensure that the air operator and other AOC holders meet the minimum safety directives before issuing the certificate authorizing operation and the continuing validation of that certification.

4.3 THE INSPECTOR'S PRIMARY FUNCTIONS

- (a) The primary function of an inspector is to:
 - (1) Audit the aviation community (individuals, organizations and aircraft) for conformance with the laws and directives applicable to aviation; and
 - (2) While doing that task, also audit for conformance to aviation industry relevant safety practices;
 - (3) Make a technical decision; and
 - (4) Make a record of that audit and that decision.

4.4 STANDARD TERMS FOR ACTION INSPECTOR ENTRY

- (a) The purpose of this section is to discuss the general policies that determine the types of Action database entries that will be made by technical inspectors.
- (b) The guidance in this Help Section applies to all selections of Action numbers.

4.4.1 STANDARDIZED USE OF TERMS

- (a) The following terms and their application are defined in this section and should be applied to all inspector activities—
- (1) Conformance
 - (2) Evaluation
 - (3) Inspection
 - (4) Investigation
 - (5) Certification
 - (6) Safety Issue

4.4.2 AUDIT FOR CONFORMANCE

- (a) Conformance is defined as “an action taken by an inspector that compares the manual, procedures, program, system, aircraft or an individual’s performance to the established standard.”
- (1) Conformance Example 1: Comparing a pilot’s performance for conformance to the minimum established standards for the issuance of the license.
 - (2) Conformance Example 2: Comparing the contents of the aircraft technical log for conformance with the LCAA mandated minimum contents for such a log.
 - (3) Conformance Example 3: Comparing the contents of an aircraft Minimum Equipment List for conformance with the minimum required contents of the Minimum Equipment List.
 - (4) Conformance Example 4: Comparing the contents of the aircraft maintenance program (schedule) for conformance with the manufacturer’s MRB document.
 - (5) Conformance Example 5: Walking across the ramp where servicing, fueling and loading activities are occurring and mentally comparing for conformance with the published standards.
 - (6) Conformance Example 6: Seeing maintenance being performed on the ramp and stopping to compare the work methodology for conformance with then published standards.
 - (7) Conformance Example 7: Listening to conversations at a party about someone’s flying exploits and mentally comparing them for conformance to the published Regulations.

4.4.3 PRIMARY INSPECTOR AUDITING CATEGORIES

- (a) There are 3 primary categories that can be used to describe the auditing functions performed by an inspector--
- (1) Evaluations;
 - (2) Inspections; and
 - (3) Investigations.

- (b) The Action database has been set up to record the results and technical decision of the inspector depending on the audit category. (Subsequent examples will illustrate this function.)

4.4.3.1 Evaluations

- (a) An “evaluation” is an act of auditing for conformance with a published standard.
- (b) The term, evaluation, is used to describe an inspector action taken before the document, procedure, system, aircraft or airmen is approved for use in aviation operations.
- (c) Examples of Evaluation activities:
 - (1) Evaluation Example 1: Auditing a proposed aircraft operating checklist before approving it for use by an airline for the conduct of flight operations.
 - (2) Evaluation Example 2: Auditing a proposed maintenance program (schedule) before approving it as the airline timetable for completing maintenance checks.
 - (3) Evaluation Example 3: Auditing a proposed aircraft operations manual before authorizing it for use by the airline’s flight crewmembers.
 - (4) Evaluation Example 4: Auditing the performance of a pilot during a flight check before issuance of the license or rating.
 - (5) Evaluation Example 5: Auditing the aircraft to determine that it meets the minimum requirements for light operations in the category of the airworthiness certificate to be issued.

4.4.3.2 Inspections

- (a) An “inspection” is an act of auditing for conformance with a published standard.
- (b) The term, *inspection*, is used to describe a specific inspector action when evaluating a document, record, procedure, individual or system that is *currently approved for use* in aviation.
- (c) Inspections are primarily accomplished on an on- going basis after the certification process has been completed.
- (d) Inspections are, however, a key part of the latter stages of a certification process to confirm that the individual or organization is ready for issuance of an authorization.
- (e) Examples of inspection activities:
 - (1) Inspection Example 1: Auditing an aircraft operating checklist currently being used by an airline for the conduct of flight operations.
 - (2) Inspection Example 2: Auditing a maintenance program(schedule)currently being used by an airline for maintaining an aircraft.
 - (3) Inspection Example 3: Auditing an aircraft operations manual currently being used by the airline’s flight crew members.
 - (4) Inspection Example 4: Auditing the performance of a licensed pilot during a re-examination flight check after an accident.

- (5) Inspection Example 5: Auditing the aircraft after a flight operation to determine if it met the minimum requirements for that flight operation.
- (6) Inspection Example 6: Auditing the crew's performance on a revenue flight to determine that they are conforming to the airline's procedures.

4.4.3.3 **Investigations**

- (a) An "investigation" usually involves an individual or organization that is currently operating in aviation.
- (b) The term, investigation, is used to describe the overall process of inspector actions when following up on a reported complaint, incident, accident or enforcement case.
- (c) Depending on its complexity, an investigation may include both evaluations and inspections.
- (d) An investigation usually involves a series of activities conducted over a period of time.

4.4.3.4 **Certification**

- (a) The term, certification, is used to describe the overall process of inspector actions to approve, license, or certificate an individual, document, procedure, record or organization.
- (b) Depending on its complexity, a certification may include both evaluations and inspections.
 - (1) For example, a certification for an original air operator will include a complex series of evaluations to approve the documentation and other arrangements, followed by a battery of inspections before the AOC holder is approved for operations in aviation.
 - (2) But the "certification" actions associated with a single revision of a Minimum Equipment List will probably consist only of evaluations conducted by each of the inspector technical specialties prior to approval for use in aviation.
- (c) A certification usually involves a series of activities conducted over a period of time.

4.4.4 **SAFETY ISSUE**

- (a) Safety issues can result from inspections, investigations, and other contact with the aviation public.
- (b) The term, safety issue, is used to describe a finding or observation made by an inspector as a result of almost any activity (except "evaluation").
- (c) Safety issues are not generally associated with evaluations or certifications accomplished by the technical inspector.
- (d) Examples of safety issues primarily focus on the technical inspector's assessment that an individual or organization has failed, either inadvertently or by decision, to—
 - (1) Conform to aviation law, regulations and directives issued by LCAA;
 - (2) Conform to relevant industry safety practices; or
 - (3) Maintain the required fitness to hold a certificate or license.

- (e) LCAA will then pursue resolution of those identified safety issues. The priority of that resolution process will be directly associated with the assessed impact to public safety.

Note: By definition, there is NO safety issue if the document, record, procedure, individual or system being evaluated is not CURRENTLY BEING USED in aviation.

4.5 AUDITING STANDARDS

- (a) The concept of auditing is based on the establishment of specific standards as the basis for making an objective evaluation.
 - (1) The primary standards that will be applied are the current aviation directives, mandatory technical guidance and other relevant industry-wide and regional safety standards.
 - (2) These directives and other relevant standards are derived from the ICAO Convention, ICAO Annexes and regional agreements.
 - (3) As a signatory State, Liberia has agreed by treaty that those minimum safety standards will be required.
- (b) To implement this, Liberia has published regulations and guidance that is applicable to the aviation community.
 - (1) The manufacturers of aircraft and other aeronautical products also publish relevant technical standards and practices in the development of the type certification and maintenance documents during the original certification of the aircraft.
 - (2) In addition, there are regional documents published by organizations outlining the safety standards to be applied during flight in those regions.
 - (3) These constitute the standards that will be audited by the inspectors on behalf of the LCAA.

4.5.1 APPLICABLE AUDITING STANDARDS

- (a) The credibility of a safety inspector's audit findings is directly related to the basis for making such a finding.
 - (1) Inspectors should avoid expressing personal opinions to members of the aviation community. This is especially true when the inspector is not sure of the proper answer.

Note: It is critical that inspectors understand that their personal opinions are not usually an acceptable basis for making an audit finding.
- (b) The basis for making a decision, which will require resolution action by a member of the aviation community, should be, limited to law, directives, mandatory technical guidance, and relevant safety practices.
- (c) This is applicable to all certification evaluations and later inspections and surveillance. The following sources may be used as a basis for evaluation decisions and discussions—

4.5.1.1 Law

For inspector auditing purposes, applicable Liberia law may be used and includes treaties and other regional agreements to which Liberia is a Signatory State. The specific law and applicable section should be cited when issuing a written evaluation decision.

4.5.1.2 Safety Regulations

For inspector auditing purposes, applicable Liberia Civil Aviation Regulations may be used. The specific Regulation and applicable section/subsection should be cited when issuing a written evaluation decision.

4.5.1.3 Mandatory Technical Information

For inspector auditing purposes, technical information published by the LCAA, FAA, EASA, aircraft manufacturer or ICAO State of Design may be used. The specific source and applicable page/paragraph should be cited when issuing a written evaluation decision.

4.5.1.4 Relevant Safety Practices

For inspector auditing purposes, relevant safety practices that are published by the LCAA, FAA, EASA, ICAO and aircraft manufacturer may be used. The specific source and applicable page/ paragraph should be cited when issuing a written evaluation decision.

4.5.2 INFORMAL DISCUSSIONS

- (a)** The previous guidance is also applicable to informal discussions from the standpoint that inspectors should confine their evaluation discussions and decisions to known actual requirements.
- (b)** Inspectors are NOT expected to memorize the exact source locations of regulatory requirements.
- (c)** It is possible that an inspector may make a mistake as to a specific requirement or source document in an informal discussion. If this does happen, the inspector now has an obligation to provide the person with the correct information.

4.5.3 INSPECTOR RECOMMENDATIONS

- (a)** It is true that an inspector that has credibility with the aviation community can make recommendations that are readily accepted.
 - (1)** But the acceptability of an individual inspector's recommendations should not be the basis for any evaluation decision.
 - (2)** If the inspector believes that a specific safety requirement should be published by the LCAA that individual should submit his or her recommendation, including the proposed terminology, to the Director for consideration.
- (b)** Inspector recommendations should be based on the applicable published auditing standards.
 - (1)** The inspector is cautioned to refrain from making recommendations based solely on personal opinion or past experience.

- (2) The members of the aviation community will not be expected to make changes to their practices based on inspector personal opinions.

4.6 INSPECTOR TOOLKIT

- (a)** This section provides inspectors with an overview of the use of the shared folder named “inspector Toolkit.”
- (b)** The Inspector Toolkit is the location of the “official” references for use by the inspector.
 - (1) This folder provides the inspector with the most current version of the documents to be used by the inspectorate.
 - (2) Inspectors are encouraged to print out and maintain a hard-copy of the documents that they consult frequently.
 - (3) But inspectors are required to take their references for development of official correspondence from the inspector toolkit.
- (c)** The arrangement of the folders and files within the Inspector Toolkit were deliberately designed for PDF Acrobat Reader search. The results of such searches are displayed in a descending order of the priority of “official use.”
 - (1) For example, Aviation Law is the highest level hierarchy in the LCAA documentation, followed by Aviation Regulations, followed by Technical Guidance, then Advisory Circulars when determining requirements for compliance.
 - (2) This descending order of search allows the inspector to quickly determine the basis for requirements and their proper implementation in the order of their legislative priority.
 - (3) The inspector toolkit allows the inspector to word search for key words or phrases and possible synonyms when researching the requirements.
- (d)** The contents of the Inspector Toolkit are:
 - (1) Aviation law
 - (i) This folder contains PDF copies of current aviation law.
 - (2) Aviation regulations
 - (i) This folder contains PDF copies of the current aviation regulations, arranged in ascending numerical order.
 - (3) Technical guidance
 - (i) This folder contains PDF copies of the current technical guidance for inspectors, arranged in a numerical order.
 - (4) Advisory circulars
 - (i) This folder contains PDF copies of the current advisory circulars issued by the LCAA, arranged and grouped by LCAAR Part number.

- (5) Forms-Applications
 - (i) This folder contains copies of current LCAA forms and applications, some in PDF and some in WORD (2003-compatibility mode), arranged by form number.
 - (6) Checklists
 - (i) This folder contains PDF copies of current checklists or job aids suitable for print-out, arranged by technical specialty and job aid number.
 - (7) Standard letters
 - (i) This folder contains WORD (2003-compatibility mode) in read-out only format, arranged by file number and title.
 - (8) ICAO Documents
 - (i) This folder contains current ICAO Annexes, Technical Documents, Circulars and Audit Protocols.
 - (9) Other CAA Documents
 - (i) This folder contains the documents of other CAAs that have been cited in LCAA documentation or are considered relevant practices for use by LCAA inspector personnel.
- (e) See content of inspector toolkits below:

LCAA INSPECTOR TOOLKIT



A-LCAA Aviation Law



B-LCAA Aviation Regulation



C-LCAA Technical Guidance



D-LCAA Advisory Circular



E-LCAA Forms



F-LCAA Checklists



G-LCAA Standard Letters



H-ICAO Documents



I-Other CAA Documents

CHAPTER-5: DOCUMENT CONTROL SYSTEM PROCEDURE

5.1 INTRODUCTION

- (a) This chapter describes the procedure to be used for the overall control of document received, processed and dispatched from the Directorate of Flight Safety Standards. Each individual responsible for execution of any official documents in DFSS are required to adhere to the procedures laid down in this inspector handbook.
- (b) This chapter describes the detail procedure for tracing the documents, received or dispatched and their current status.

5.2 DOCUMENTS CONTROL PROCEDURE

- (a) Assistant in-charge for each Flight Operation Section, Airworthiness Section, Personnel Licensing Section and Aero Medical Section under Director of DFSS, will be responsible to receive and dispatch official correspondence as letter, memo etc from or to Director DFSS.

5.3 INCOMING DOCUMENT CONTROL PROCEDURE

- (a) Whenever any document is received either addressed to the Director General or Director of Flight Safety Standards, it must get registered by the assistant in-charge of documentation of the respective section of the Directorate of Flight Safety Standards. A register file is maintained (either soft or hard) for recording and registering of such documents.
- (b) When any documents for the DFSS is received and registered, each is given individual tracking number. The said number is usually identifiable as per section as: AWS (Airworthiness Section), FOS (Flight Operation Section), PELS (Personnel Licensing Section), AMS (Aeromedical Section) and generally FSS (Flight Safety Standard Directorate) followed by /first letter representing a particular month followed by number assigned to month/ followed by hyphen and a three-digit number code. (for e.g, AWS/J1/21-001). The same no. is registered in as per appendix-1.
- (c) After having registered, the document will move to individual to whom it is addressed and if required to the Director of the Directorate of Flight Safety Standard or Chief of section, for processing. The application of the document will be allocated to the individual officer/ inspector for processing through again the assistant in-charge of documentation of the required section.

1.1.1 INTERNAL MEMO FILE CREATING AND RECORDING

- (a) Whenever any application is received, it is processed through internal memo by individual officer. An internal memo file is raised, with required comments from individual officer and necessary documents inside file. File is forwarded to respective assistant in-charge of documentation of section for registration and allocation of unique reference no. and then only it is forwarded to whom it is addressed again. Recording of internal memo is register either in hard or soft copy and shall be in accordance with format as in appendix - 2.
- (b) Whenever memo is dispatched it is again dispatched in two copy, one to addressee and one shall be kept on file.

- (c) Reference number is allocated and is usually identifiable as: CAA followed by two digit number indicating year/ section as AWS (Airworthiness Section), FOS (Flight Operation Section), PELS (Personnel Licensing Section), AMS (Aeromedical Section) and generally DFSS (Directorate of Flight Safety Standard)/abbreviation of month followed by number assigned to month, followed by hyphen and a three digit number code and a letter M.(e.g. memo reference number from airworthiness section for the year 2020 and first month in that year will be given as CAA20/AWS/J1-001M).

1.1.2 OUTGOING DOCUMENTS CONTROL PROCEDURE

- (a) Whenever any official letter is to be dispatched by individual officer, it must be dispatched through assistant in-charge of documentation. Once letter is signed it is handed over to assistant in-charge of documentation where it is registered and each letter shall be given unique dispatch no. termed as Reference Number.
- (b) Reference number is allocated and is usually identifiable as: CAA followed by two-digit number indicating year/ section as AWS (Airworthiness Section), FOS (Flight Operation Section), PELS (Personnel Licensing Section), AMS (Aeromedical Section) and generally FSS (Flight Safety Standard Directorate)/first letter representing a particular month followed by number assigned to month, followed by hyphen and a three digit number code.
(e.g. Letter reference number from airworthiness section for the year 2020 and first month in that year will be given as CAA20/AWS/J1-001).
- (c) The recording of dispatch letter shall either be done in hard or soft copy but shall be recorded in format as shown in Appendix-3. Whenever letter is dispatched it is again dispatched in two copy, one to addressee and one shall be kept as officer copy.

1.2 FILING SYSTEMS

Any changes to a filing system must begin with an inventory. An inventory is a detailed listing of all existing files in an office. Without information gained through an inventory, it would be impossible to develop or make changes to a filing system. The inventory is the foundation of a filing system.

1.2.1 NAMING AND LABELING FILES

- (a) For paper files, identification and labeling allows an office to maintain physical control over current files as well as manage growth of new files. Labeling serves as a *visual aid* by identifying individual record series and by identifying folders within each series.
- (b) For electronic files, identification and labeling allows an office to maintain intellectual control over current files as well as to manage growth of new files. Labeling serves as an *access tool* which allows individual documents to be retrieved in an efficient manner.
- (c) When working with paper files two levels of file identification and labeling help simplify and facilitate filing and retrieval in each section of the Flight Safety Standards Directorate:
 - (1) drawer or shelf labels
 - (2) file folder labels

1.2.1.1 Drawer or shelf labels

- (a) Labels should be typed in uppercase and include:
 - (1) primary classification

- (2) dates

1.2.1.2 **File folder labels**

- (a) The airworthiness section uses a non-coded file folder arrangement in which file folders are arranged in a straight alphabetical sequence by words or subject titles. For example:

- (1) Ramp and Surveillance Inspection Reports
- (2) Internal memos
- (3) Foreign Audit Reports
- (4) Training Reports
- (5) Aircraft accident/incident Reports

1.2.1.3 **Electronic files**

- (a) Electronic files follow many of the same file identification and labeling guidelines as paper files. Records are organized by directories which act as the primary classification. Each directory contains folders which act as record series. Finally, each folder contains individual documents whose names should represent their subject matter. For example, every computer used by inspectors of the Flight Safety Directorate should have on its Desktop a directory named Inspectors' Toolkits. Within that directory are nine folders labeled A-I respectively and within each folders are individual documents whose names should represent their subject matter.

1.3 **TRACKING AND LOCATION OF FILES**

- (a) Operations Files Catalogue (AFC) and Record Book have been provided for this purpose.

1.3.1 **OPENING A HARDCOPY FILE**

- (a) In the cabinet/drawer labeled Administrative Files you will be able to find the Records File.
- (b) Depending upon the kind of file you want to open, you will find the next available reference number under the appropriate subject heading.
- (c) Write the name of the file against the next available reference number.
- (d) Write the name and reference number of the file in the AFC (Section 1) under the appropriate subject heading.
- (e) The Airworthiness Assistant should update the records weekly.

1.3.2 **FILE TRACKING AND LOCATION**

- (a) When a file is required:
 - (1) Content the Airworthiness assistant in-charge of the files to access the Files Catalogue and Record Book.
 - (2) Refer to the Catalogue to determine the title of the file and its reference number.

- (3) The file will then be removed from the appropriate cabinet by the assistant in charge.
- (4) The assistant in charge will then enter in the Record Book the following:
 - (i) The name of the inspector or borrower,
 - (ii) His or her ASI number.
 - (iii) The title of the file and its reference number.
 - (iv) The borrowed data.
 - (v) The name of the staff in charge.
- (5) When the file is returned after use the assistant receiving the file will enter in the Record Book the date the file is returned and his name.
- (6) He will then return the file into the appropriate cabinet.

1.4 FILING OF DOCUMENTS

1.4.1 INSPECTION FILES AND REPORTS

- (a) All Liberia AOC holders have inspection files in the cabinet/drawer labeled Inspection Files. Completed checklists and Evaluation or Inspection Summary Job Aid AW-OP-001 should be put in their respective Operator Inspection file, except inspections relating to specific aircraft and Approved Maintenance Organizations (AMO)/ Continuing Airworthiness Management Organizations (CAMO).
- (b) All inspection reports relating to aircraft should be placed in the specific aircraft inspection file.
- (c) All inspection reports relating to AMO/ CAMO should be placed in their respective AMO/ CAMO files.
- (d) FASAP Inspections are entered into the FASAP database and the report is filed.
- (e) Designated Foreign Operator Inspections have files for each Operators. As such all inspection reports relating to that Designated Foreign Operators should be placed in their appropriate file, in the cabinet.
- (f) Inspection reports and related letters of correction (LOC) should be held by the inspector responsible for the inspection in a suspense file till close up action is taken.
- (g) The Airworthiness Assistant should be informed of all LOCs raised, and these should be logged in the LOC Tracking File.
- (h) The closed inspection report should then be placed in the appropriate file.

1.5 FILING OF CERTIFICATES

- (a) After a Certificate is issued, a photo copy is made and retained by the Operations section in the appropriate aircraft file and the original copy goes to the Operator.
- (b) The copy retained by the Operations section should be filed in the appropriate file.
- (c) The latest issue of Certificate should be the first document from the bottom in the aircraft file.

- (d) All previous Certificates issued should remain in the file.

1.6 FILING OF INCIDENTS INVESTIGATION REPORTS

- (a) Each incident investigation report will have a file with reference same as the aircraft file reference with the suffix INCID; (eg. SRD/336/INCID/.....).

1.7 FILING OF OCCURRENCE REPORTS

- (a) Each occurrence report whether mandatory or voluntary shall be placed on this file. Each operator will have its own file with reference same as the operator file reference with the suffix ORs. (eg. AIR/4089/ORs.....)
- (b) Investigations arising out of occurrence reports shall also be placed on this file.

NOTE:

- Each aircraft will therefore have two files; namely: Aircraft Major and Aircraft Registration. All two will have the same reference number with the suffix MAJ and REG respectively, (eg. AIR 336/MAJ/; AIR 336/REG/).
- The Head of Airworthiness will open a new file with the same title and next volume number when the file is full.
- Older files are to be removed from the cabinet and archived when the file cabinet is full.
- Files should not be overflowed to render their contents being tattered prematurely.
- The Record Book should be carefully handled to avoid soiled pages and torn sheets.

1.8 PERSONAL/TRAINING FILES FOR AIRWORTHINESS INSPECTORS

- (a) To ensure systematic and comprehensive training of Operations Inspectors it is necessary to maintain a personal/Training File for each Inspector. The Training File records must be reviewed and updated at regular intervals.
- (b) Record of all 'On Job Training' imparted to an Inspector must be maintained in the Training File.
- (c) An AWI on Job Training Guide has been developed to assist Supervisors with the training of Operations Inspectors. The Guide is placed at Appendix 6.
- (d) The personal / training files should include following details:
- (1) Copy of Job Description
 - (2) Copy of Credentials
 - (3) Copy of Latest CV
 - (4) Copy of AMT License if held,
 - (5) Copy of Training Certificates
 - (6) Copy of Academic Certificates

- (7) Copy of Airport Pass
- (e) It is the responsibility of the Individual Operations Inspector to provide their personal details and training certificates to the personnel keeping records of all the inspectors after changes in personal details or after completion of any training.
- (f) The record keeping personnel will verify the records of individual inspector files every year for its completeness.

6.1 TRAINING FILES FOR INSPECTORS

- (a) To ensure systematic and comprehensive training of Flight Operations Inspectors it is necessary to maintain a Training File for each Inspector. The Training File records must be reviewed and updated at regular intervals.
- (b) Record of all 'On Job Training' imparted to an Inspector must be maintained in the Training File.
- (c) An FOI On Job Training Guide has been developed to assist Supervisors with the training of Flight Operations Inspectors. The Guide is placed at Appendix 'B'

CHAPTER-6: PERSONNEL MANAGEMENT

6.2 STAFFING REQUIREMENTS (GENERAL) POLICY

- (a) Staffing of the Flight Safety Standards Department with a sufficient number of suitable Flight Operations Inspectors, experienced, qualified and capable of accomplishing the wide range of activities covered in the Flight Operations Inspector Handbook is paramount to the success of the Safety Oversight Program of the Civil Aviation Authority.
- (b) Flight Operations Inspectors (FOI's) must not only have the knowledge, experience and qualifications to carry out their duties in a professionally sound manner, but also possess the personality to win the respect and confidence of the operators. This would require a reasonable level of tact, understanding, firmness, impartiality, integrity and an exemplary personal conduct both in the air and on the ground.

6.3 TECHNICAL TRAINING FOR FLIGHT OPERATIONS INSPECTORS

- (a) Technical Training of Flight Operations Inspectors may be accomplished from several sources. These can be contracted to an operator who offers a course that is approved for use in that country for use by their citizens, or from aircraft manufacturers or from operators of Liberia.
- (b) An Inspector is required to undergo a full type-rating course before embarking on airman certification activities on that type of aircraft. Routine surveillance activities can be accomplished on any aircraft in airline service whether or not the Inspector is type rated on that particular type. In cases where the inspector is conducting a surveillance function on an aircraft in which he is not type rated, he must limit his observations and remarks to those elements that are not specific to that type of aircraft unless the occurrence is self-evident and would not take a type rated person to make an observation of that nature. An example of that would be not leveling at the altitude to which cleared or not complying with an ATC clearance.
- (c) If the inspector is a flight engineer who does not hold a pilot's license, he will make an effort to conduct cockpit enroute inspections on aircraft that has a flight engineer as a required crewmember, however, if the aircraft does not have a flight engineer position, the flight engineer Inspector can conduct a cockpit enroute inspection on any aircraft in airline service. He will confine his observations to those items that are common to all aircraft, such as ATC clearances, situational awareness, altitude control, airspeed control and other general items. He will observe and make appropriate comments to the crew concerning those occurrences that are self-evident and would not require a type rated person to make an observation of that nature.
- (d) The organization of the Flight Safety Standards Department is designed to carry out operational surveillance, certification inspections and airman certification. Its functions cover both surveillance and certification of aircrew and operators. The Flight Safety Standards Department requires a dedicated specialized staff to carry out its function. A specialized training course for Flight Operations Inspectors is a necessary pre-requisite for the Flight Operations Inspectors to carry out their Safety Oversight task(s). In the final analysis, the Flight Operations Inspectors will require continuous training to keep pace with the growth of aviation in the country.
- (e) In view of the increasing complexity of modern operating techniques, aircraft and equipment, there is a continuous need to review the scope of inspections and related techniques and procedures in order to better evaluate specific areas of interest and assure effective use of the Flight Safety Standards Department resources.

- (f) Inspector recurrent/refresher training; Flight Operations Inspectors must be scheduled for a minimum of one refresher/recurrent training course followed by a proficiency check in a year. This training can be accomplished either in an aircraft or an approved simulator. [Note: States may opt to go in for the Line Flying Currency Program in which case an FOI may be attached with an Operator (through a Mutual Agreement). A proposed Civil Aviation Directive for Line Flying Currency Program of Civil Aviation Flight Operations Inspectors is placed at Appendix 'A' for guidance.
- (g) When an Inspector is rated on two types of aircraft, he must be scheduled for refresher/recurrent training on type A -one year and the next year he would be scheduled for training on type B'. Training requirements would alternate thereafter from type A' to type B'; etc. It is not anticipated that an Inspector will be required to maintain currency in this manner in more than two types of aircraft during any one period. To add a different type aircraft, the inspector would be required to complete the required type rating training for that type of aircraft and then replace one of the previous types with the new one, for purposes of currency.
- (h) Proficiency checks for a CAA Flight Operations Inspector must be conducted by a CAA Flight Operations Inspector. When this is not possible or practical because of time / distances and/or expenses, by prior arrangement, a check carried out by a Flight Operations Inspector of the country in which the check is to be carried out to the level required by that authority for their own Inspectors, or to the level required by the rules of Liberia would be acceptable to LCAA.
- (i) Flight Operations Inspectors are not exercising the privilege of their pilots/flight engineer license and are not carrying passengers for hire or compensation when they are performing CAA required certification or surveillance activities, therefore, they are not required to maintain the same level of currency as are required of pilots/flight engineers that are exercising the privilege of their license and carrying passengers for hire or compensation.
- (j) There may be an occasion where there is no inspector qualified and current on a particular type of aircraft and there is a need for one to accomplish a task that normally required a type rating. In such a case, an inspector with a type rating on a similar aircraft could accomplish the required task after being issued a letter of authorization from the Director General or his designated representative.

6.4 QUALIFICATIONS REQUIRED FOR INSPECTOR ACTIVITIES

The following is a synopsis for the qualifications required by an inspector for the carrying out of the various activities under the LCAA Safety Oversight Program:

6.6.1 Airman Certification Duties

- (a) Completion of a basic inspector course; and
- (b) Completion of type rating training on that type of aircraft within the preceding 12 months or if the initial training was completed more than 12 months, have completed recurrent training and a proficiency check as described in paragraph 3.4(f) above. This type of duty includes:
 - (1) Conduction of Licensing checks, line checks, proficiency checks or any other certification checks as directed for an operator's pilot(s)/flight engineer(s).

6.6.2 Surveillance Activities

- (a) Completion of a basic inspector course; and

- (b) Hold a type rating either as a pilot or flight engineer on any type of aircraft in scheduled airline service in Liberia. This type of duty includes:
 - (1) Conduct Cockpit enroute inspections, Cabin enroute inspections and any other surveillance checks/inspections as directed.

6.6.3 Qualification of a Flight Operations Inspector

- (a) Persons seeking a position as a Flight Operations Inspector should have held previous appointments either in operational management as an airline pilot/flight engineer or training instructor, or as a military pilot/flight engineer where experience in air transport operations would have been acquired.
- (b) A flight operations inspector should have extensive operational experience, not less than 5,000 hours as pilot in command/flight engineer of air transport civil or military aircraft (Note: This is an ideal requirement. States may wish to lower this requirement if pilots with indicated experience are not available. However, care must be taken not to assign the Inspector with tasks that would be difficult to perform with his limited experience.
- (c) The Flight Operations Inspectors should have the following qualifications:
 - (1) For Airman Certification tasks, they should hold a current ATPL/CHPL/FE license with an endorsement on the type of aircraft for which they are being utilized;
 - (2) For Surveillance tasks, they must hold or have held an ATPL/CHPL/FE license within the past two years. For airline surveillance, they must hold or have held a type rating on a jet/turbo prop aircraft similar to the class and type on which they are required to conduct surveillance. A type rating on a particular type of aircraft is not required for the conduct of cockpit enroute inspections;
 - (3) They should have a broad air transport background of 5 years or more, either airline or military;
 - (4) Experience with problems of operating or maintaining transport aircraft;
 - (5) Meteorological and climatological knowledge and experience;
 - (6) Experience with technical training including visual aids, training devices and aircraft flight simulators;
 - (7) Have a reputation for possessing qualities of initiative, tact, tolerance and patience; and
 - (8) In all cases, they must have successfully completed a CAA approved Basic Course for Flight Operations Inspectors. (Note: CAAs should arrange for the recently inducted FOIs to successfully complete an Basic FOI Course before employing the FOI on Inspector Job Functions). Subsequently, the FOI must also successfully complete a course of instructions in the undermentioned areas:
 - (i) Advance Inspector Course
(The syllabus should include ETOPs, Cat II & III Operations, RVSM/MNPS, MMEL; and may be covered in different phases)
 - (ii) Audit Policy and Procedures Course
 - (iii) Designated Check Pilot Course
 - (iv) Aircraft Performance Course

- (v) Aircraft Type Training (as required)
- (vi) Crew Resource Management Course
- (vii) Simulator Evaluation & Approval Course (Depending on Assigned Duties)
- (viii) Dangerous Goods Course (Depending on Assigned Duties)
- (ix) Accident Investigation Course (Depending on Assigned Duties)
- (x) Aviation Safety Promotion Course (Depending on Assigned Duties)
- (xi) Personnel Licensing Course (Depending on Assigned Duties)
- (xii) Aerodrome Certification Course (Depending on Assigned Duties)

(9) In cases where suitable pilots fulfilling the above criteria are not available, the Director General of Civil Aviation may, at his discretion, relax the requirements, taking into consideration the pilot's seniority, past performance, flying record, experience, progression towards a higher rating and utility of the Flight Operations Inspectors.

6.7 Authorized Strength of Flight Operations Inspectors

- (a) The number of Flight Operations Inspectors required will be determined by the level of and the growth of aviation in the country. A periodic review will take place from time to time as required to determine whether or not there needs to be a change in the number of Inspectors authorized.
- (b) The following guidelines are considered to be the minimum number that is reasonable for Flight Operations Inspectors to carry out their tasks.
 - (1) One Flight Operations Inspector per approximately ten aircraft of a particular type. This is only a rough rule of thumb. States will, however, need to take into consideration the number of operators that are operating and the complexity of the air operations as these would affect the workload.
 - (2) Because of the diversity of aircraft operating in General Aviation, the ratio mentioned in (1) above may not be applicable for General Aviation. In such cases, a ratio of one Flight Inspector for fifteen aircraft (by judiciously combining two or more types) is considered a suitable option. Where qualified inspectors are not available for a particular type, any Flight Operations Inspector may carry out any required check from the forward observer seat.

6.8 FLIGHT OPERATIONS INSPECTOR TRIP PASS

- (a) The use of a FOI Trip Pass and Baggage Check is to be negotiated with specific Liberia air operators to provide the documentation required by national and international passengers (non-crew) regulations and to facilitate the movement of FOIs on inspection duties. FOIs must use trip passes on flights with air operators that require these passes:
 - (1) When performing in-flight or other "ad hoc" inspection duties;
 - (2) When responding to an operator's request for special services (e. g., pilot proficiency checks (PPC), etc.) involving air travel with that same carrier; and
 - (3) When accompanying flight crew members on familiarization flights, unless the operator provides otherwise.

- (b) Trip passes are not to be used for personal travel. Under no circumstances will the holder of a trip pass permit another inspector, not designated by Rules / Regulations' to use a FOI trip pass.
- (c) Persons issued trip passes shall sign and return the applicable receipt, and thereafter be responsible for its proper use and safekeeping.
- (d) The original copy of the trip pass is to be left with the passenger agent. The two audit copies, and all cancelled forms, shall be returned to Manager, Flight Safety Standards Department at the end of each month.

6.9 ADMISSION TO THE FLIGHT DECK

- (a) The flight deck of an aircraft is a close society in which each member is proficient in his/her duties and aware of his/her responsibilities, position and rank. The introduction of an inspector into this type of environment may create a distraction and possibly add tension. The FOIs authority can be seen either as a threat to the individual flight crew member or a challenge to the Pilot-in-Command's status. While maintaining the status of his/her own position, the FOI must recognize and support the Pilot-in-Command's authority unless he/she is obviously about to violate a regulation or operate in a hazardous manner. Even in these conditions, the FOI should at first appear to be acting in an advisory capacity and only resort to the powers vested in him/her by the aeronautical legislation as a last resort.
- (b) FOI shall, under normal circumstances, make every effort to reserve the use of any observer seat through the operator's flight dispatch or other designated office at least 24 hours prior to scheduled departure time unless a no notice inspection is authorized.
- (c) If for some reason, such as joining the flight at an enroute stop, the crew could not be contacted prior to boarding the aircraft, the FOI should identify him/herself to a cabin attendant (CA) and have him/her present his/her credentials to the Pilot-in-Command. The CA should be requested to advise the Pilot-in-Command that an FOI wishes to join the crew on the flight deck for purposes on an in-flight inspection. The FOIs credentials and trip pass will constitute the FOIs on board authority.
- (d) When authorized by their supervisor, FOIs may occupy any observer seat without advanced notice to the operator or crew members. Occasions may arise, such as "ad hoc" inspections, when FOIs will not have had time to effect prior co-ordination. In this situation, an FOIs approach must demonstrate courtesy and common sense.
- (e) Where an aircraft is equipped with more than one observer seat, the operator shall make available the observer seat that permits optimal monitoring, by the FOI of the flight deck instrumentation and controls, and the procedures used by flight crew members. Unless specified otherwise by LCAA, that observer seat shall be that located in the most forward position.
- (f) While on the flight deck, the FOI must avoid distracting the crew. This may not be easy, as another aspect of the flight deck environment is a degree of boredom brought about by repetitive duties and routines. The FOI is a new person to talk to, and a new source of information. A flight deck conversation can be valuable to the FOI as a source of information and to establish a good relationship with the flight crew but it must be carefully controlled so as to avoid distractions at critical times.
- (g) During the departure and approach phases of a flight, the FOI should silently observe cockpit policy and procedures. This does not preclude the inspector from advising the crew of a potential hazard or infraction.

- (h)** Potential for the type of situation referred to below is minimal. Such situations would likely occur only during "ad hoc" inspections:
- (1) The legal provisions authorizing an FOI to occupy that position.
 - (2) That further denial will be in contravention of Civil Aviation Rules/Regulation, which may be processed by way of enforcement action.
- (i)** If an FOI has reason to believe that an aircraft is unsafe or is about to be operated in an unsafe manner, he/she may detain the aircraft pursuant to Liberia Civil Aviation Act of 2005 Subchapter IV Section 414 Directing Air Traffic Services (ATS), where available, to deny take-off clearance could be the best course of action. This would give the FOI more time to coordinate other recourses.

CHAPTER 7: PERSONAL ETHICS AND CONDUCT

7.1 PURPOSE

- (a) This section contains direction and guidance for Flight Operations Inspectors (FOI) pertaining to principles of ethics and conduct as they affect the performance of duties. (This section uses 'FOI' to refer also to Airworthiness Inspectors and cabin safety specialists.)
- (b) Although some FOIs outlines are listed in this section, all circumstances that an Inspector may encounter cannot possibly be covered. As Inspectors are always in the public eye, they are expected to exercise good judgment and professional behavior at all times while on and off duty.
 - (1) Unique Responsibilities of Flight Operations Inspectors; FOIs are exposed to a number of circumstances that are critical to their positions and which are not pertinent to other Civil Aviation Authority (CAA) job functions. The Inspector has the critical position of frequently interpreting and evaluating the quality of training programs, operations and maintenance manuals, pilot and mechanic performance, and overall safety activities. It is imperative that all Inspectors be sensitive to the responsibilities and demands of their positions and be objective and impartial while performing their duties. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the Flight Safety Standards Department mission.
 - (2) Civil Aviation Authority Requirements; Inspectors are required to comply fully with the letter and spirit of the standards of conduct as set forth by this section; and with those set forth in Liberian Government publication, "LCAA Service Rules"; The Authority's policy on employee conduct is designed to encourage employees to maintain a level of professionalism that will promote the efficiency of the LCAA and conform to accepted principles of conduct.

7.2 ON-THE-JOB ETHICS AND CONDUCT

The conduct of an FOI has a direct bearing on the proper and effective accomplishment of official job functions and responsibilities. Inspectors are required to approach their duties in a professional manner and to maintain that attitude throughout their activities. Through their conduct, Inspectors working in direct contact with operators, and with the public, bear great responsibility in the determination of public perception of the LCAA.

7.2.1 Rules of Conduct

- (a) All Inspectors must observe the following rules of conduct:
 - (1) Report for work on time and in a condition that will permit performance of assigned duties
 - (2) Render full and industrious service in the performance of their duties
 - (3) Maintain a professional appearance, as appropriate, during duty hours
 - (4) Respond promptly to directions and instructions received from their supervisor

- (5) Exercise courtesy and tact in dealing with co-workers, supervisors, and members of the public
- (6) Obtain approval of all absences from duty
- (7) Conserve and protect CAA property, equipment, and materials (Inspectors may not use or permit others to use CAA equipment, property, or personnel for other than official business.)
- (8) When duties concern the expenditure of public funds, have knowledge of and observe all applicable legal requirements and restrictions
- (9) Safeguard classified information and unclassified information that should not be given general circulation as provided by LCAA Human Resource Policy and Procedure Manual Part 9 Section 9.3.9 (Inspectors shall not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so. Retain if applicable)
- (10) Observe the various laws, rules, regulations, and other authoritative instructions, including all rules, signs, and instructions relating to personal safety
- (11) Uphold with integrity the public trust involved in the position to which assigned
- (12) Report known or suspected violations of law, regulations, or policy through appropriate channels
- (13) Not engage in private activities for personal gain or any other unauthorized purpose while on government property
- (14) Give any supervisor or official conducting an official investigation or inquiry all information and testimony about all matters inquired of, arising under the law, rules, and regulations administered by the LCAA
- (15) Not use illicit drugs or abuse alcohol or other substances
- (16) Not participate in telephone eavesdropping (Advance notice must be given whenever any other person is placed on the line for any purpose whatsoever). An advance verbal warning must be given when an automatic recording device or a speaker telephone is used. The use of recording devices, portable or otherwise, on telephones shall be limited to areas involving air safety.)
- (17) Not make irresponsible, false, or defamatory statements that attack, without foundation, the integrity of other individuals or organizations (Inspectors are accountable for the statements they make and the views they express.)

7.3 OUTSIDE EMPLOYMENT, FINANCIAL INTERESTS, AND GIFTS

- (a) Business Interests-** FOIs and their immediate families should seek clarification and guidance before engaging in any airline or other business activity for which the CAA has oversight responsibility. If an Inspector holds any interest that may give the appearance of impropriety, the Inspector should immediately consult his superior and the legal department for a determination.

- (b) **Conflict of Interest-** Inspectors may hold employment or own businesses that do not present a conflict of interest with their official job functions. Inspectors who wish to participate in outside aviation activities (such as flight instruction, commercial flying, or any other aviation-related activity) should seek clarification and approval from the Director General.
- (c) **Public Speaking-** Inspectors may not receive payment for speaking on issues that deal with their official job functions. Teaching or instructing at colleges, universities, or vocational schools may be acceptable, but should be coordinated and approved by the Director General.
- (d) **Fund Raising.** FOIs may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for donation of prizes/gifts for speakers in aviation safety seminars arranged under the aviation safety program. They should, however, seek official approval.
- (e) **Gifts-**
 - (1) **Avoiding Conflict of Interest.** Gifts should be accepted only when the Inspector knows that the gift will not give the appearance of a conflict of interest.

NOTE: Inspectors shall exercise the utmost discretion when giving or receiving gifts.

7.4 DRESS

- (a) FOIs should be aware that their personal appearance affects their professional image; therefore, they should adhere to the guidelines below:
 - (1) On visits to air operator facilities, FOI should dress semi-formally (Jacket and tie for men, dress or slacks for women).
 - (2) During pilot proficiency checks in aircraft or simulators, the semi-formal wear noted above is recommended, regardless of air operator practices.
 - (3) During training FOIs dress should be compatible with the air operator's practice but should lean towards formality.
 - (4) During in-flight inspection, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack - conscious passengers. For this reason, FOIs should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Airport Security Pass.
 - (5) When conducting FOI duties at an airport, the Airport Security Pass must be used to follow crew access routes and shall be worn at all times on the ramp and air-side of the terminal.

CHAPTER 8: FLIGHT OPERATIONS INSPECTOR (FOI) CREDENTIALS

8.1 GENERAL

This section contains information for Inspectors concerning the types of Flight Operations Inspector (FOI) credentials and the Inspector eligibility requirements and application procedures for those credentials. This section also contains direction and guidance to be used by Inspectors when employing FOI credentials during the performance of inspector tasks.

8.2 TYPES OF CREDENTIALS

(a) FOIs are issued two types of credentials:

- (1) LCAA Inspector Identification that identifies the Inspector as an "Authorized Person" for the purpose of Subchapter 413, 414, 503, and 504 of Civil Aviation Act of 2005 and authorized that person to perform the duties and exercise the powers under said rule; and
- (2) Functionary Identification from Airports Security which provides for access to different areas of any Liberian airport and aircraft, as indicated on the credential

8.3 ELIGIBILITY REQUIREMENTS

FOIs assigned to positions involving air transportation inspections and surveillance are eligible to receive the CAA credential; however, the inspector must have also completed a "Basic Flight Operations Inspector" course. To be eligible for the Airport credential, the FOI must possess (or be concurrently issued) the CAA credential; have fulfilled the requirements set forth in this handbook authorizing the conduct of enroute inspections; and have a job function that requires the conduct of inspections.

8.4 APPLICATION PROCEDURES

Inspectors shall apply for the two credentials by completing an application for a LCAA Inspector Credential and an Airport Security Credential in accordance with LCAA procedures. To expedite the issuance of the credentials, the application may be initiated before the inspector meets the training and qualification requirements outlined in this manual.

8.5 USE OF CREDENTIALS

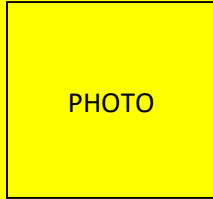
(a) Although the credentials contain the general authorization for the inspector to conduct LCAA work functions, specified work functions may only be performed after the inspector has been authorized by an appropriate supervisor and has satisfied the training and qualification requirements specified in this manual. The work functions for the two credentials are as follows:

- (1) **LCAA Inspector Credential:** The LCAA Inspector credential that identifies the Inspector as an "Authorized Person" for the purpose of Subchapter 413, 414, 503, and 504 of Civil Aviation Act of 2005 and authorized that person to perform the duties and exercise the powers under said rule. These official duties include the conduct of cockpit enroute inspections. An inspector who meets all training and qualification requirements, with the exception of not yet possessing an airline transport pilot (ATPL) license or a flight engineer rating with an airplane type rating, may conduct cabin enroute inspections

(i) **The Following Details Shall Appear on the Face Side of the Credential:**

Liberia Civil Aviation Authority Safety Inspector Credentials

ASI No.:



Name:

Title: OPERATIONS INSPECTOR

Holder's Signature:

(ii) The Following Details Shall Appear on the Back Side of the Credential:

"The Director General of the Liberia Civil Aviation Authority acting under the provisions of subchapter 413, 414, 503 & 504 of CIVIL AVIATION ACT of 2005 hereby delegates to the holder of this credential whose name, picture & signature appears herein the authority to:

- (a) Have unrestricted and unlimited access to aircraft and aviation facilities (Aerodromes, Air Navigation services facilities, Hangars, AMOs, Workshops, Ramps, Fuel storage, Air operator offices, Cargo handling areas, Aviation Training organizations).
- (b) Have unrestricted and unlimited access to proceed on all flights of commercial nature operated by aircraft on Liberia Civil Aircraft Registry and or operated within Liberia, on condition not subject to load, with right of entry into the flight deck of such aircraft.
- (c) Prohibit any person from exercising the privileges of any aviation license, certificate or other document.
- (d) Ground or detain an aircraft registered in Liberia for safety & security reasons or public interest.
- (e) In all cases for the purpose of performance of their functions and duties relating to the discharge of responsibilities lawfully assigned to the Director General of Liberia Civil Aviation Authority.

This card is void if the holder is no longer employed with the Liberia Civil Aviation Authority.

Authorized Signature
Director General

expiration date

if found please contact LCAA Tel. 0776998848/0776998849

- (2) **Airport Security pass Credential:** The Airport Functionary credential contains authorization for an inspector to be given free and uninterrupted access to restricted areas at airports governed by the CARs while the inspector is performing official duties to the extent stated on the credential. These official duties include those types of inspections such as ramp inspections etc.. An inspector must display this credential on an outer garment to be permitted entry into airport secured areas, and while

working in these areas. While employing the Airport Functionary credential, inspectors should consider the following procedures:

- (i) **Physical Barriers:** Although this credential is an authorization for inspectors to be in secured areas, for physical barriers such as locked doors and gates, an inspector may need to seek local assistance to gain access. Inspectors should ask at the time of entry if the operator has any specific security program practices and procedures that need to be followed.
- (ii) **Passenger Screening Points:** Inspectors approaching passenger screening points may not bypass that screening; however, if the inspector is unable to afford the delay that may be involved in passenger screening, then arrangements should be made with the airport or operator personnel to enter the secured areas at other entry points.



8.6 LOST OR STOLEN CREDENTIALS

If either one or both of these credentials are lost, stolen, or damaged, the inspector should report the occurrence immediately to the inspector's supervisor and to the Manager of the Flight Safety Standards Department.

8.7 PROCEDURE FOR ISSUANCE OF OPS INSPECTORS CREDENTIALS

- (a) Individual inspector will raise a internal office memo with all the supporting documents addressing the Chief of Flight Operations after fulfilling all the qualifications and training requirements laid down in Chapter 3 subsection 3.3.3 & section 3.5 and requirements laid down in Part 1, Appendix 'A' and Appendix 'B' Flight Operations Inspectors Training Guide to Chief of Flight Operations.

- (b) The Chief of Flight Operations verifies the supporting document forwarded by Flight Operations Inspector and if found satisfactory forwards it to Manager of FSSD with his recommendation. If not, he forwards a file to Concerned Flight Operations Inspector with his comments.
- (c) The Manager of FSSD verifies the supporting document forwarded by chief of Flight Operations and if found satisfactory forwards it to the Director General (DG) with his recommendation. If not he forwards the file to Chief of Flight Operations and concerned Flight Operations Inspector with his comments.
- (d) If the DG is satisfied with the file and supporting document forwarded by Chief of FSSD, he approves the file and sends the file to Administration for preparation of Credential Card.
- (e) After the credential card is prepared and signed by DG the Internal office memo along with Credential card is sent to FSSD for distribution of Credentials and recordkeeping of the Internal Office Memo.
- (f) A copy of Credentials of each inspector will be kept in personal files of individual inspectors.

8.8 PROCEDURE FOR CURRENCY OF OPS INSPECTORS CREDENTIALS

The OPs Inspector Credentials is issued with the validity of 2 Years. It is the responsibility of the inspectors to keep their credentials current while carrying out their inspectorial function. The inspector should initiate an office memo 1 month before the expiry of their credentials. The procedure for renewal of credential will be similar to the procedure laid down in Para 6.7 of this manual.